



Database Accelerator (DBXL) v2.6 Installation Guide

This document will guide you through the installation of DBXL v2.6. Below you will find an outline of this document's contents.

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REQUIREMENTS

Please read the following sections before installing Qdabra's Database Accelerator (DBXL) v2.6.

DBXL V2.6 SERVER

The server where DBXL will be installed needs to meet the following requirements:

- DBXL should only be installed on machines that are part of a domain. This can be verified in **My Computer > Properties > Computer Name**. Workgroups are inadequate for the functionality of authentication methods in DBXL. If you still choose to install DBXL on a machine that is not joined to a domain, aspects of DBXL that deal with authentication (such as the Active Directory web service) will not work.
- DBXL v2.6 is compatible with SQL 2005 (including Express edition) and SQL 2008 (including Express edition). It has not been tested with MSDE or SQL Compact, and it is not compatible with the [Windows Internal Database](#). Note that for all of DBXL's search methods to work, Full Text Search should be installed. If Full Text Search is not installed, DBXL could install (and log a warning in the eventvwr); in some cases, such as in Windows Vista, the installer will not proceed due to the lack of Full Text Search.
- DBXL requires IIS 5.1 or newer, configured to work with .NET Framework 2.0. For IIS 7.0, all IIS 6.0 compatibility features must be installed.
- The DBXL installer adds the Network Service account (or whatever account the DBXL App pool will be using) to WSS_WPG (when DBXL is installed on a SharePoint site) or IIS_WPG (when DBXL is installed on a non-SharePoint site).
- When setting up the server, under Windows components application server, there is an option to allow ASP.Net applications. This needs to be installed in order for the software to install and run correctly.
- The DBXL installer also grants db_datareader and db_datawriter permissions to the application pool.
- IMPORTANT Windows XP NOTE: IIS on Windows XP does not support application pools. The local ASPNET account must be granted sysadmin rights in SQL. Windows XP support is limited to local SQL Server instances.
- The user account used to run the DBXL installation must be a sysadmin of the SQL Server instance.
- DBXL v2.6 has not been tested with SharePoint 2003.

Make sure that your client machine (i.e. the machine that will be used to access and use DBXL) meets the following requirements:

- Operating system: Windows XP, Windows Vista, or Windows 7.
- Permissions: Ability to authenticate with the server where DBXL will be installed.
- Office/InfoPath: Microsoft Office 2003 (InfoPath 2003), Microsoft Office 2007 (InfoPath 2007) or Microsoft Office 2010 (InfoPath 2010).
- Browser: Internet Explorer 7 or higher. Mozilla Firefox and other browsers are not supported.
- Local Intranet: If the site where DBXL is going to be installed is not a part of your Local Intranet, users must add the website to the list of Local Intranet sites, by going to **Internet Options > Security**. This is required to ensure the system is given proper access from your local machine. To do this, follow these steps:



1. In Internet Explorer, click the **Tools** menu and then click **Internet Options**.
2. Click the **Security** tab and select the Local intranet icon.
3. Click the **Sites** button
4. Make sure all the check boxes are checked and click the **Advanced** button.
5. Add the site address where DBXL will be installed in the text box (i.e. `http://<servername>`). Then click the Add button.
6. Click **Close**, and then click **OK** twice to close all the dialogs.

DBXL V2.6 STANDALONE

DBXL v2.6 Standalone Edition is meant for solutions that require the use of the Standalone Dashboard. For more information on this scenario, please refer to the documents in the following URL:
http://www.infopathdev.com/files/folders/standalone_dashboard/default.aspx.

The machine where DBXL v2.6 Standalone will be installed needs to meet the following requirements:

- DBXL should only be installed on machines that are part of a domain. This can be verified in **My Computer > Properties > Computer Name**. Workgroups are inadequate for the functionality of authentication methods in DBXL. If you still choose to install DBXL on a machine that is not joined to a domain, aspects of DBXL that deal with authentication (such as the Active Directory web service) will not work.
- **SQL:** DBXL v2.6 is compatible with, SQL 2005 (including Express edition), or SQL 2008 (including Express edition). It has not been tested with MSDE or SQL Compact. Note that for all of DBXL's search methods to work, Full Text Search should be installed. If Full Text Search is not installed, DBXL could install (and log a warning in the eventvwr); in some cases, such as in Windows Vista, the installer will not proceed due to the lack of Full Text Search. The user account used to run the DBXL installation must be a sysadmin of the SQL instance.

WINDOWS OR SQL AUTHENTICATION?

DBXL may use either Windows Authentication or SQL Server Authentication to connect to the database specified by the installer. The connection string that DBXL uses to connect to the SQL Server is stored in the web.config file of the web service.

When using Windows Authentication, this connection string is left unencrypted since it does not contain password information. The DBXL service account will be added to the db_datareader and db_datawriter roles for the DBXL databases during installation. The user account used to run the DBXL installation must be a sysadmin of the SQL Server instance.

If using a local account (e.g. Network Service) and a remote SQL instance, the machine account (e.g. <Domain>\<Machine>\$) is added to the db_datareader and db_datawriter role.

For SQL Server Authentication the connection string is encrypted to prevent unauthorized users from obtaining the password information. In addition, when using SQL Authentication, the SQL account specified must have database creation permission during the installation process. Once installed, the only permissions required are membership in db_datareader and db_datawriter roles.



	SQL Authentication	Windows Authentication
Local SQL Server	• Connection string is encrypted • SQL and Web Service users are separate	• Connection string is not encrypted • SQL and Web Service users are the same
Remote SQL Server	• Same as Local SQL Server • Connection string for QueryDB connections must be declared (unencrypted) in web.config.	• Connection string is not encrypted • User <Domain>\<Machine>\$ is added to the remote SQL Server as a db_owner.

Independent of the authentication method chosen, the user specified for connecting to the SQL Server is added to the QdabraDBXL and QdabraUtility databases in the db_datareader and db_datawriter roles.



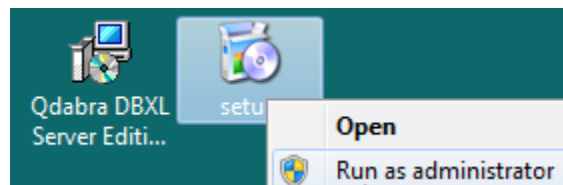
INSTALLATION: SERVER EDITION

This section contains step-by-step instructions for the installation of Qdabra's Database Accelerator v2.6.

Before installing, close all instances of InfoPath.

START THE INSTALLER

1. Double-click on setup.exe. Note that in some operating systems, such as Windows Vista or Windows Server 2008, you must right click on setup.exe and select **Run as Administrator**.



2. Click **Next** in the **Welcome screen**.
3. After reviewing the **End User License Agreement**, select **I Agree** and click **Next**.

INSTALLATION ADDRESS

4. In the **Installation Address** screen, you will find a dropdown listing all sites. Select the desired **Site** for installation from the dropdown.
 - When using DBXL and SharePoint jointly, install DBXL on the same site that hosts the main SharePoint site (typically SharePoint – 80).
 - Note that **all sites (even sites that are stopped)** are listed in this screen. Make sure to select the correct site for installation.
 - Use IIS Manager to check the available sites to confirm that the correct site is being selected.
5. The **Virtual Directory** is set to QdabraWebService by default, but this can be changed if desired.
6. Click **Next**, and in the **Confirm Installation** screen, click **Next** again.

You will see a bar indicating the progress of the installation. Once completed, you will see a screen with various tabs. The following sections describe each tab.

SITE

The Site tab allows you to select the site URL.

7. From the **Site Url** dropdown, select the desired site.
 - The **Site Url** dropdown will show a list of combinations of SSL and host headers defined in IIS.
 - If you select one of the options that does not use the machine name, the Binding Detail section will be disabled.



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- If you select one of the options that uses the machine name, the **Binding Detail** section will allow you to override the host header to be something not specified in IIS.
- If the SharePoint site is using an alias, you will need to specify it in the host header field during installation.
- When installing DBXL v2.6 in some environments, the default **Site Url** will be SSL. Do not select the HTTPS site unless you have configured a certificate.
- If the site will be accessed via HTTPS, you will need to configure the website for SSL before installing DBXL.
- If a fully qualified domain name is being used, that value should be entered in the hostname field during installation.
- This tab will also show you the expiration date for the trial license. If you notice that the trial license has expired, please download the most recent version from Qdabra.com or contact support@qdabra.com.

8. Click **Next** to proceed to the following tab.

LOG ON TAB

The **Log On** tab allows you to indicate the account which DBXL will run as. If using SharePoint and Kerberos, it is required that you use the same account as the SharePoint application pool.

9. Select between **Predefined** and **Configurable** account credentials.
 - If you select **Predefined**, you will not need to provide credentials.



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The Qdabra™ Database Accelerator will run under these account creden attempt to add this logon to SQL Server if using Windows Authentication account after installation by changing the DbxlAppPool identity in IIS. T member of the IIS_WPG security group.

☒ Predefined Network Service

- If you select **Configurable**, you must provide an **Account** and **Password**.

☒ Configurable

Account:

Password:

10. Click **Next** to proceed to the following tab.

DOCUMENT SECURITY

In the **Document Security** tab you can set up permissions for DBXL. The DBXL installer automatically creates a local group called DbxlAdmins. You can add users to the DbxlAdmins group after installation has completed; the member of this group will be able to manage licenses, add document types, and manage access permissions to DBXL document types.

If you want to use your own group, make sure that you (the user installing DBXL) have been added to the group.

Site Log On Document Security Active Directory Service SQL Server

DBXL Admin:

☒ Enable Global User Permissions

Admin Group

Writer Group

Reader Group

Browser Group

Members of the DBXL Admin security group can add document types and manage access permissions to DBXL document types.

When global permissions are enabled, users in these groups will have the given access to all documents stored in DBXL. For fine grained permissions, uncheck to disable global permissions and set permissions on individual document types.



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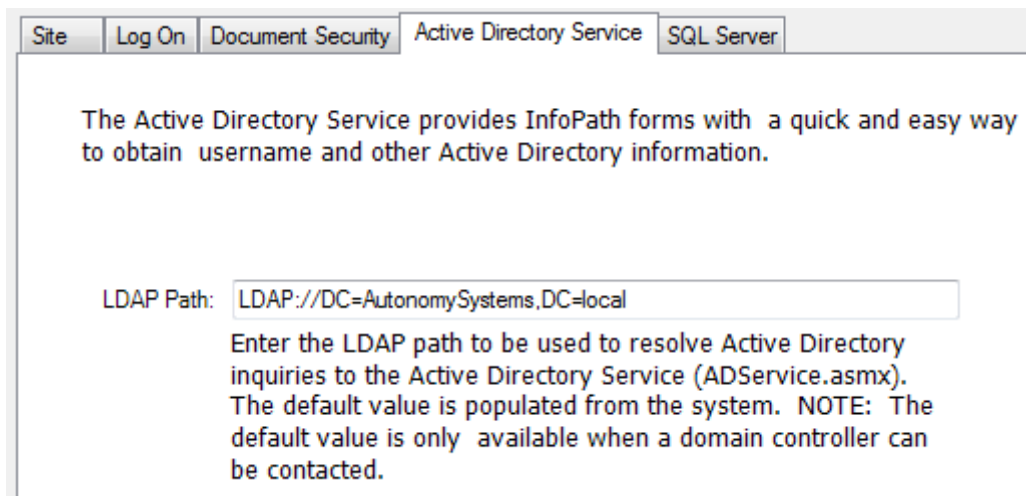
This screen has other options, such as the **Enable Global User Permissions** checkbox. If you uncheck **Enable Global User Permissions** checkbox, you will have to set permissions on every individual document type, since the Global Permissions will not be enforced. Disabling global permissions does not make DBXL “wide-open”. On the contrary, it restricts access to DBXL.

11. Click **Next** to proceed to the following tab.

ACTIVE DIRECTORY SERVICE TAB

The **Active Directory Service** is used to obtain username and other Active Directory Information. In the **LDAP Path** textbox, the default value is populated from the system when a domain controller can be contacted.

12. If the domain controller cannot be contacted, the LDAP Path will default to LDAP://DC=domain. You’ll need to manually enter the LDAP Path (for example: **LDAP://DC=DomainName,DC=com**).



13. Click on **Next** to go to the following tab.

SQL SERVER TAB

In the **SQL Server** tab, indicate the database where DBXL will store its data.

14. Select the **SQL Server name**. The dropdown will list all local SQL instances that were detected by the installer. For example, in the case of a SQL Express installation on the same machine, this will be **(LOCAL)\SQLEXPRESS**. You may still type in the name of a remote SQL instance, if desired or if the installer fails to list the correct SQL instance.
15. Select the **Authentication** type used to access the SQL server from the dropdown
 - If you select **Windows Authentication**, no credentials will be necessary. The account of the user installing DBXL will be used to connect and create the database and thus requires sysadmin



permission. The account used for the DBXL application pool will be granted db_datareader and db_datawriter permission during setup.

- If you select **SQL Server Authentication**, fill out the **User name**, **Password** and **Confirm password** fields. The SQL account is used to create the database, and thus requires sysadmin rights. Once the database is created and installation has completed, the user rights can be reduced to db_datareader and db_datawriter roles.

16. Enter the **Database** where DBXL documents will be stored.

Installation of DBXL will fail and produce an error message when the database name entered contains a space. By default, the database names are **QdabraDBXL** and **QdabraUtility**. You may change these, but you must use database names that do not contain spaces. **We recommend accepting these default database names.**

This tab contains one more option, **Use existing databases**. You only need to use this if you had a previous installation (such as DBXL v2.5) and want to reuse the same databases.

The screenshot shows the 'SQL Server' tab of the Qdabra installer. It contains the following fields and options:

- Server name:** A dropdown menu showing '(LOCAL)\SQLEXPRESS'.
- Authentication:** A dropdown menu showing 'Windows Authentication'.
- User name:** An empty text input field.
- Password:** An empty text input field.
- Confirm password:** An empty text input field.
- Document Database:** A text input field containing 'QdabraDBXL'.
- Utility Database:** A text input field containing 'QdabraUtility'.
- Use existing databases:** An unchecked checkbox.

FINISH THE INSTALLER

17. Click on **Finish** to complete the installation.

You will see another bar, called **Configuration Status**, indicating the progress of the installer. This status will change as the installation executes. When it finishes, click **Close** in the **Installation Complete** screen. Internet Explorer will open showing default.htm, from where you can access the **Forms**, **Documents** and **Web service descriptions**. We recommend adding a bookmark to this page (default.htm).

INSTALLATION: STANDALONE EDITION

IMPORTANT: BEFORE YOU START



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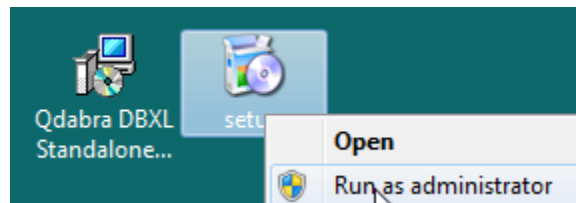
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- Before installing, close all instances of InfoPath.
- In order to install the DBXL v2.6 Standalone Edition on Windows XP, you will first need to install the msvcr90.dll redistribution.
- The primary issue seen with DBXL Client installs is related to folder permissions. First, grant the Network Service account permissions to the %windir%\TEMP folder. Some situations require a restart after granting permissions to the Network Service account. The key indicator that the TEMP folder permissions is the problem is when you see an eventlog error adding the trial license.
- Before uninstalling the DBXL Client (for example, to reinstall), you should STOP the service. This should prevent the error that the service already exists when reinstalling.

START THE INSTALLER

1. Double-click on setup.exe. Note that in some operating systems, such as Windows Vista or Windows Server 2008, you must right click on setup.exe and select **Run as Administrator**.



2. Click **Next** in the **Welcome screen**.
3. After reviewing the **End User License Agreement**, select **I Agree** and click **Next**.

SITE

4. The Site tab allows you to select the port number that will be used for DBXL Standalone Edition.



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5. Click **Next** to proceed to the following tab.

DOCUMENT SECURITY

In the **Document Security** tab you can set up permissions for DBXL. The DBXL installer automatically creates a local group called DbxlAdmins. The members of this group will be able to manage licenses, add document types, and manage access permissions to DBXL document types.

If you want to use your own group, as seen in the screenshot below, make sure that you (the user installing) have been added to the group.

The screenshot shows the 'Document Security' tab of the DBXL installer. It features a tabbed interface with 'Site', 'Document Security', 'Active Directory Service', and 'SQL Server'. The 'Document Security' tab is active, displaying the following settings:

- DBXL Admin:** A text box containing 'ERNESTO\DbxlAdmins'.
- Enable Global User Permissions:** A checked checkbox.
- Admin Group:** A text box containing 'ERNESTO\DbxlAdmins'.
- Writer Group:** An empty text box.
- Reader Group:** An empty text box.
- Browser Group:** A text box containing 'NT AUTHORITY\Authenticated User'.

On the right side of the tab, there is explanatory text:

- Members of the DBXL Admin security group can add document types and manage access permissions to DBXL document types.
- When global permissions are enabled, users in these groups will have the given access to all documents stored in DBXL. For fine grained permissions, uncheck to disable global permissions and set permissions on individual document types.

This screen has other options, such as the **Set Global User Permissions** checkbox. If you uncheck **Set Global User Permissions** checkbox, you will have to set permissions on every individual document type, since the Global Permissions will not be enforced. Disabling global permissions does not make DBXL "wide-open". On the contrary, it restricts access to DBXL.

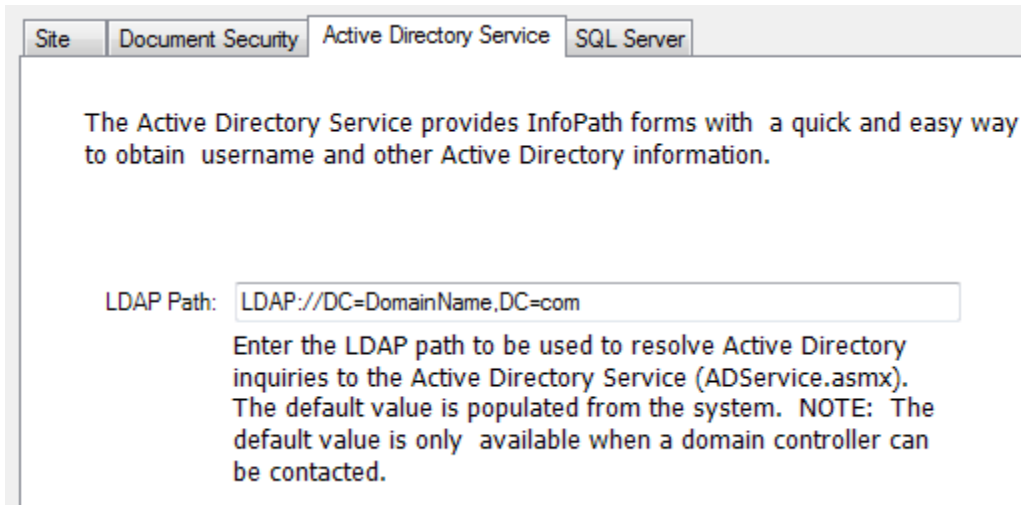
6. Click **Next** to proceed to the following tab.

ACTIVE DIRECTORY SERVICE TAB

The **Active Directory Service** is used to obtain username and other Active Directory Information. In the **LDAP Path** textbox, the default value is populated from the system when a domain controller can be contacted.

7. If the domain controller cannot be contacted, the LDAP Path will default to LDAP://DC=domain. You'll need to manually enter the LDAP Path (for example: **LDAP://DC=DomainName,DC=com**).





The Active Directory Service provides InfoPath forms with a quick and easy way to obtain username and other Active Directory information.

LDAP Path:

Enter the LDAP path to be used to resolve Active Directory inquiries to the Active Directory Service (ADService.asmx). The default value is populated from the system. NOTE: The default value is only available when a domain controller can be contacted.

8. Click on **Next** to go to the following tab.

SQL SERVER TAB

In the **SQL Server** tab, indicate the database where DBXL will store all documents.

9. Select the **SQL Server name**. The dropdown will list all local SQL instances that were detected by the installer. For example, in the case of a SQL Express installation on the same machine, this will be **(LOCAL)\SQLEXPRESS**. You may still type in the name of a remote SQL instance, if desired.
10. Select the **Authentication** type used to access the SQL server from the dropdown
 - If you select **Windows Authentication**, no credentials will be necessary. The account of the user installing DBXL will be used to connect and create the database and thus requires sysadmin permission. The account used for the DBXL application pool will be granted db_datareader and db_datawriter permission during setup.
 - If you select **SQL Server Authentication**, fill out the **User name**, **Password** and **Confirm password** fields. The SQL account is used to create the database, and thus requires sysadmin rights. Once the database is created, the user rights can be reduced to db_datareader and db_datawriter roles. This is a manual step that you can do after installation.
11. Enter the **Database** where DBXL documents will be stored.

Installation of DBXL will fail and produce an error message when the database name entered contains a space. By default, the database names are **QdabraDBXL** and **QdabraUtility**. You may change these, but you must use database names that do not contain spaces. **We recommend accepting these default database names.**

This tab contains one more option, **Use existing databases**. You only need to use this if you had a previous installation of DBXL v2.6 and want to reuse the same databases.



Site	Document Security	Active Directory Service	SQL Server
Server name: (LOCAL)\SQLEXPRESS			
Authentication: Windows Authentication			
User name:			
Password:			
Confirm password:			
Document Database: QdabraDBXL			☐ Use existing databases
Utility Database: QdabraUtility			

FINISH THE INSTALLER

- Click on **Finish** to complete the installation.

You will see another bar, called **Configuration Status**, indicating the progress of the installer. This status will change as the installation executes. When it finishes, click **Close** in the **Installation Complete** screen. Internet Explorer will open showing default.htm, from where you can access the **Forms**, **Documents** and **Web service descriptions**. We recommend adding a bookmark to this page (default.htm).



POST INSTALLATION

VERIFY YOUR INSTALLATION

After installing Qdabra's Database Accelerator v2.6, there are a few quick tasks you can perform to verify that the installation completed successfully.

DBXL ADMINISTRATION TOOL

The DBXL Administration Tool, also known as DAT, is automatically set up during installation. You can verify that DAT was set up correctly by following these steps:

1. Open the default page: <http://<servername>/QdabraWebService/default.htm>. The servername will depend on the URL where DBXL was installed (from the Site tab during installation).
2. Click on the **DBXL Administration Tool** link. DAT will open.

SYSTEM DOCUMENT TYPES

In DAT, verify that the system document types (needed by DBXL to operate) were created during installation. Expand the section for System document types. You should see the following listed:

System Document Types			
Name	Descriptions	Docs	Edit
DAT		0	
QdAttachment		0	
QdCategory		0	
QdDocumentIndexFields		22	
QdDocumentType		23	
QdDocumentTypePermissions		22	
QdDocumentTypeProperties		22	
QdDomain		0	
QdEmailFlow		0	
QdFile		0	
QdHierarchy		0	
QdImage		0	
QdMapping		22	
QdNodeNamespaces		22	
QdNotification		0	
QdRatings		0	
QdRefIdInfo		29	
QdSharePointListMaps		22	
QdStandaloneDashboard		0	
QdStandaloneLog		0	
QdTags		0	
QdUser		0	
qFormTemplate		0	

LICENSING



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DBXL v2.6 comes with a trial license that is automatically configured during installation. Verify that the license was configured. In DAT, click on **Configure Licenses**. If you do not see a DBXL Trial License already configured, your installation has run into issues. Please see the **Support** section below.

CLEAN UP AN EXISTING INSTALLATION

If you encountered issues during an installation of DBXL v2.6, you might need to perform some cleanup. Here are some items to check before trying the installer again:

1. Are there app pools and QdabraWebService directories? Check this using the IIS Manager and remove if present. The Dbxl App pool name will be DbxlAppPoolXXX where XXX is the website ID.
2. Use SQL Server Management Studio to delete any databases that were created (namely QdabraDBXL and QdabraUtility).
3. After performing the above cleanup steps, perform an iisreset, and then try reinstalling DBXL.

DETERMINE THE DBXL PORT NUMBER

If you need to determine the port number that the DBXL Client was installed on, you can look at the config file located here:

C:\Program Files\Qdabra Software\Qdabra DBXL Standalone Edition\Qdabra.Dbxl.Standalone.exe.config

Or on 64-bit

C:\Program Files (x86)\Qdabra Software\Qdabra DBXL Standalone Edition\Qdabra.Dbxl.Standalone.exe.config

```
<services>
  <service name="Qdabra.Dbxl.Implementation.DocumentRetrieval.RequestHandlerRouter">
    <host>
      <baseAddresses>
        <add baseAddress="http://localhost:8000/QdabraWebService" />
      </baseAddresses>
```



TROUBLESHOOTING

The following pages provide details on commonly encountered issues when installing DBXL on a server. If you run into problems when installing DBXL v2.6, please verify whether the error you encountered is mentioned below.

SHAREPOINT SITE IS NOT BROWSEABLE ON THE SERVER

If the SharePoint site is not browseable on the server where DBXL is installed, you will encounter issues with the DBXL-SharePoint integration. On some servers, you will not even be able to install DBXL. On some servers, you'll encounter a variety of errors when integrating DBXL and SharePoint. To avoid this, we recommend that you check whether the SharePoint site is browseable on the server. If it is not, please read the following Microsoft KB article to resolve the issue. <http://support.microsoft.com/kb/896861>

DBXL INSTALLATION PRODUCES AN HTTP ERROR 404

There are three known reasons for an HTTP Error 404 when installing DBXL.

1. Please check that ASP.NET is enabled in the web service extensions of IIS manager. When setting up the server where DBXL is going to be installed, there is an option to allow ASP.NET applications under Windows Components Application Server. This needs to be installed in order for DBXL to install and run correctly.
2. Your site may be configured to use multiple hostnames or multiple IP addresses. If DBXL picks the wrong hostname/IP, the installation could fail. The easiest workaround is to access your site settings (via the IIS management console) and temporarily remove all hostnames/IP addresses that will not work. Make sure to leave only the hostname that the currently logged-in user can access. After DBXL installs successfully, you can re-add the additional hostnames and/or IP addresses.
3. The third possibility involves applications that use ports 80 or 443. The next section covers this scenario.

ISSUE WITH APPLICATIONS THAT USE PORTS 80 OR 443

Here is a scenario that could take place with DBXL: You obtain an error that says: "Unable to start debugging on the web server. The server committed a protocol violation. Section=ResponseStatusLine". Then you discover (in the IIS Management Console) that the web site is not running. When you try to start, you get the error: "Unexpected Error 0x8ffe2740 Occurred".

This issue is not exclusive to DBXL. It happens because some applications (e.g. Skype) use common communication ports (e.g. 80 for http or 443 for https) can conflict with Internet Information Server. If the application is installed prior to IIS, then IIS will not have access to these ports. This can cause a 404 error when trying to access a web page hosted on the local server and may also generate errors when starting a website.

One remedy is to uninstall the application and verify that IIS is serving pages properly. The application can be reinstalled and will choose a different port if IIS is already using the common ports. However, note that some



applications, like Skype, allow you to choose different ports to remedy this situation without removing the application.

PAGE NOT FOUND AFTER INSTALLING DBXL

After installing DBXL, you may see a “Page Not Found” error when accessing the asmx pages. Two possible reasons for this are:

1. DBXL was installed on a port other than 80. To fix this, make sure that you have unblocked that port from the network’s firewall.
2. The website is configured to use multiple host names and IP addresses. The easiest workaround is to access your site settings (via the IIS management console) and temporarily remove all hostnames/IP addresses that will not work. Make sure to leave only the hostname that the currently logged-in user can access. Uninstall DBXL and reinstall it. After DBXL installs successfully, you can re-add the additional hostnames and/or IP addresses.

CANNOT START IIS IN WINDOWS VISTA

In Windows Vista, you might encounter the error message: *The Process cannot access the file because of it is being used by another process (Exception from HRESULT: 0x80070020)*. If restarting the machine does not resolve the issue, it might be because of an older versions of Skype (or another application) occupying port 80. To work around this issue, you have three options:

- Turn OFF Skype, or
- Go to **Skype > Tools > Options > Advanced > Connection** and uncheck “Use port 80 instead of 5049”, or
- Assign a port for IIS other than port 80.

ALL IIS FEATURES MUST BE TURNED ON

In order for DBXL to install correctly, all IIS features must be turned on. This can be verified in **Control Panel > Add/Remove Programs > Windows Components** (or Features). Note that this may also require uninstalling SQL and making sure that all the IIS features are turned on before reinstalling SQL.

If the DBXL installer fails, you can try the following. Before rollback, open IE on the server and navigate to the url where DBXL is installed (e.g. <http://server/QdabraWebService/DbxlAdmin.aspx>). Verify it can be opened and shows as Local Intranet. If you encounter an error such as the one in the screenshot below, please verify that all IIS features are installed.





ERROR MESSAGE IN MOSS 2007 MACHINES: CLIENT FOUND RESPONSE CONTENT TYPE OF TEXT/HTML

When installing DBXL on servers with MOSS 2007 you may get the following error: *Error initializing DBXL database. Client found response content type of 'text/html; charset=utf-8', but expected 'text/xml'.* Here are two solutions to try if you encounter this:

- A. This error usually relates to local machine accounts not having database administration rights or membership in the SharePoint permissions groups. Verify that the account you are using to execute the installer and the Network Service (or the account you are selecting for DBXL) have administrative permissions in SQL.
- B. Once SharePoint is installed and the default SharePoint web site (on port 80) is provisioned, the "Default Web Site" on the machine is locked down. Typically, one would want to install DBXL on the newly provisioned "SharePoint - 80" web site. However, the initial configuration panel of the DBXL installer defaults to "Default Web Site". "Default Web Site" and "SharePoint - 80" are not the same, however - ensure that "SharePoint - 80" is selected as the web site for installation.

DBXL INSTALLATION PRODUCES AN HTTP ERROR 405 ON WINDOWS XP MACHINE

During installation, you may encounter an error that reads: *"The installation failed, and the rollback had been performed. Error initializing DBXL database. The request failed with HTTP status 405: Method not allowed."* Although this error could happen on any machine that is not correctly configured, this most commonly happens on Windows XP Professional. The problem arises when ASP.NET has not been registered with IIS, which happens when .NET 2.0 is installed before IIS. To remedy this problem, run *aspnet_regiis.exe -i* found in *C:\WINDOWS\Microsoft.NET\Framework\{Version}*.

DBXL INSTALLATION ENCOUNTERS A 503 ERROR

When installing DBXL, you may encounter the following message: *"The installation failed, and the rollback has been performed -->Error initializing DBXL database. --> the request failed with HTTP status 503: Service unavailable."* Should you come across this:

1. Make sure the App pool is not stopped. If it is stopped, there is likely a problem with the user account and password combination being used. You can try resetting it in the Identity tab of the app pool's property page, then restart the app pool and try installation again.



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2. Make sure that you installed to the correct website (and not a disabled site).
3. If using SharePoint, make sure the Network Service account is in the WSS_WPG group.

INSTALLATION FAILS DUE TO SQL CONNECTION REFUSED

If the DBXL install fails because the SQL connection was refused, it could be that the SQL Server is too busy to handle the connection. The installer attempts to determine if SharePoint is installed, which can result in the SharePoint site being started if it isn't already running. Depending on your system resources, the startup of SharePoint may prevent SQL Server from having resources to handle additional connections. The workaround is to ensure that the SharePoint site has been pre-loaded on the system before continuing the installation.

The steps are as follows:

1. Start the DBXL installer and proceed to the setup dialog with the tabbed pages.
2. Using Internet Explorer, navigate the homepage of the website where DBXL is being installed.
3. If the site shows an 'Cannot complete this action' error, wait a minute and click the 'Go back to site' link (or re-enter the SharePoint home page url). Repeat until the home page displays correctly.
4. Once the page displays correct, proceed to finish the DBXL install.

SQL CONNECTION ERROR CONCERNING THE SHARED MEMORY PROVIDER

During installation of DBXL you might encounter an error that reads: The installation failed, and the rollback has been performed. Error initializing DBXL database. Cannot initialize database 'QdabraDBXL' on server '<servername>'. See eventlog for details. In Event Viewer, the details of this error read: *Shared Memory Provider, error: 0 - No process is on the other end of the pipe*. The workaround requires disabling the shared memory protocol for SQL Server using the configuration tool. Note that this error should only take place when SQL server and DBXL are on the same machine.

SQL DEFAULT DATABASE NOT SET

After restarting SQL Server and/or IIS, you might encounter an error that reads "*Shared Memory Provider, error: 0 - No process is on the other end of the pipe*". Log into SQL Server under another admin login and check the properties stored for the usual login account. If you find that the default database is not set, reset the default database and then log in under the usual login account.

DAT WILL NOT OPEN DIRECTLY VIA HTTPS

After installing DBXL, the default web page should load in Internet Explorer. If you click on the DAT link and do not see an **Open** button in the dialog, please click **Save** and store the XSN on your desktop. You will be able open DAT from your desktop by double-clicking the saved file. This scenario should only happen when using HTTPS.

DAT WILL NOT OPEN BECAUSE OF KERBEROS



When launching the DBXL Administration Tool you could get infinitely prompted, meaning that the login credentials are not being recognized. If your users encounter this issue, please check the following:

1. Open a command prompt,
2. Change to the folder c:\inetpub\adminscripts\
3. Run the following command

```
Cscript adsutil.vbs get w3svc/{WEBSITEID}/root/QdabraWebService/NTAuthenticationProviders
```

If the authentication method displayed is "Negotiate", then this tells us that Kerberos is enabled. If Kerberos is enabled on the site, you can do one of the following:

- a. Change the DBXL app pool in IIS to use the same identity as the SharePoint app pool .
- b. Disable Kerberos on the QdabraWebServiceFolder
 - Cd C:\inetpub\adminscripts\
 - cscript adsutil.vbs set w3svc/3/root/QdabraWebService/NTAuthenticationProviders "NTLM"

You should recycle the DBXL app pool after either of these two options.

VIRTUAL DIRECTORY NOT CLEANED UP DURING INSTALLATION

During installation, you may encounter the following error: "*The specified path '/LM/W3SVC/769376297/ROOT/QdabraWebService' is unavailable.*" This causes the installer to stop. A workaround is to click **OK** in the error dialog, then go to IIS Administration and create the virtual directory. The QdabraWebService folder should have been created under the website, right-click, select **Properties**, click **Create** and click **OK**. Then switch back to the installer and complete the installation.

CANNOT WRITE TO EVENT VIEWER

While working in DBXL you may encounter the following error: "***Caught exception ensuring SharePoint form library <URL>. Cannot open log for source 'Database Accelerator'. You may not have write access.***" The problem is that an event is being written while still impersonating the caller. Since the caller does not have permission to write events to the Qdabra eventlog, this error is shown. The workaround is to grant rights to everyone to write events to the Qdabra log. To do this:

1. Run regedit.exe.
2. Navigate to HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\EventLog\Qdabra
3. Right-click the Qdabra node.
4. Select Permissions
5. Give Authenticated Users full permission (or grant the DBXL Admins group full permission).

This will allow the actual error causing the error to be written to the eventlog and reported back to the user.

DISABLE LOOPBACK CHECK TO COMPLETE INSTALLATION



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On load balanced servers you might encounter an issue installation DBXL; this is an issue encountered for any web service, not just DBXL. The issue is well described in the following link: <http://blog.crsu.com/2008/10/14/unauthorized-401-1-exception-calling-web-services-in-sharepoint/>. Microsoft Support also discusses the issue here: <http://support.microsoft.com/default.aspx?scid=kb;EN-US;896861>. To install DBXL,

- Add the DisableLoopbackCheck registry entry discussed in this Microsoft KB article. Note: you will need to reboot your server before the DisableLoopbackCheck takes effect.
- Be sure to add your load balanced host name for your web farm to the Hosts file on each front end web server. Use the loop-back IP address (127.0.0.1). This will ensure that each web server looks at itself to access the web services preventing any trips back out to the load-balancer – and possibly calling the web service another web server in the farm. This will be much less efficient.

If this problem appeared to be inconsistent (sometimes erroring, sometime successful), this is most likely due having multiple web servers. The call to the web service will be successful if by chance the load balance redirected the call to the same (self) web server to access the web service. It will fail when trying to call across to a different web server.

DBXL INHERITS MODULES FROM PARENT SITES

When installing DBXL v2.6 Server edition, you may run into an error that begins with the following text:

*Error bootstrapping system doctypes
Client found response content type of 'text/html; charset=utf-8', but expected 'text/xml'.
The request failed with the error message:*

Please review the entire error recorded in the Event Viewer; it may mention of <httpModules>. If it does, it is likely that some SharePoint or web site add-on may not function properly with DBXL's application pool. These modules are inherited by the QdabraWebService from parent sites.

This can be easily resolved by specifying it be removed for the QdabraWebService virtual directory. You can edit the SharePoint web.config, in the parent folder of the QdabraWebService. Add the following section just before the </configuration> at the bottom of the web.config file.

```
<location path="QdabraWebService">
  <system.web>
    <httpModules>
      <remove name="<your_module_name_here" />
    </httpModules>
  </system.web>
</location>
```

DBXL inherits the web.config settings, and manual exclusion using the <location> node is the only way to exclude them without uninstalling them. Of course, the other option would be to uninstall the solution which had originally added the httpModule.

This could also happen with <httpHandlers>, in which case they can be excluded as show below:



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```

<location path="QdabraWebService">
  <system.web>
    <httpHandlers>
      <clear />
      <add path="trace.axd" verb="*" type="System.Web.Handlers.TraceHandler" validate="True"
    />
      <add path="WebResource.axd" verb="GET"
type="System.Web.Handlers.AssemblyResourceLoader"
      validate="True" />
    </httpHandlers>
  </system.web>
</location>

```

SUPPORT

If you encounter issues with your DBXL v2.6 installation, the Release Notes document provides a list of issues, solutions and workarounds. If you have questions about the information in this document, please contact us for assistance.

Licensed customers contact us via support@qdabra.com.

Alternatively, please use the [InfoPathDev.com Qdabra Product support forums](http://InfoPathDev.com/Qdabra/Product/support/forums) to request help.



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