

Problem: Can't access the admin console after DeskAlerts server installation

If you're facing a situation when you can't access the admin dashboard right after completing the server installation, there are few steps you can take to help us determine the source of the issue. This guide is for system administrator who has access and admin rights on Application server hosting DeskAlerts

Step 1. Check whether DeskAlerts server URL is accessible from the server itself

Try opening the DeskAlerts control panel URL used during the installation in a browser opened on the application server itself. If you see the login page prompting you for username and password – skip to Step 4.

Step 2. Check the database setup

Some actions outlined in this step are available only to the person with the administrative access to the database server. If you do not possess such level of access – please continue through the step 2 and ignore the actions not available to you, or request assistance from your DBA team.

DeskAlerts setup was its own internal mechanism which is used to verify the database connection right at the time of installation. There are two possible ways of authenticating with MSSQL database – using a local SQL Server account, or using Windows authentication. If you have used SQL Server account – the process of connecting to database during the installation and after it is the same, so you can skip to Step 3. If a Windows authentication was checked during the installation – the database was created using a Windows account which was used to run DeskAlerts server installer. The account which is used by the system to connect to the database during routine operations might have insufficient rights, so please go through the following steps to ensure the sufficient level of access is granted:

1. Create or pick an existing service account in your Active Directory domain. Non-expiring password is highly recommended
2. Log in to the SQL server using Management Studio and create a new login for the account above. On “General” settings page, set DeskAlerts database as a default database for this login. On the “User mapping” page make this login a db_owner for DeskAlerts database. On the last page, make sure that it is granted permissions to login and connect to database engine.
3. Back in the Application server, open IIS manager and navigate to DeskAlerts site. Open the Authentication feature, then edit the Anonymous authentication feature settings. Set it to use “application pool identity”.
4. Navigate to the Application pools page in IIS manager and change the Identity of application pool running DeskAlerts to the account created above.

5. Save the settings and restart IIS to apply the changes

If you still encounter the issues with accessing the publisher console, go to Step 3.

Step 3. Check the required IIS features

If the database setup looks correct, the source of the issue may be in the server installation script not being able to install some of the required server features.

Open the Server Manager, then navigate to Add roles and features wizard. Go all the way to the “Server roles” step, then navigate to Web Server (IIS) role. Drill down to Web Server->Application Development section and make sure that the following features are enabled (with all their dependencies):

- ASP
- ASP.NET 3.5
- ASP.NET 4.5

If some features are missing, check them and go through the wizard to install these. Once completed, restart the IIS and try accessing the publisher console again.

If it is still not accessible from the server itself – please skip to Step 5. If it is accessible from the server, but not from the other workstations – go to Step 4.

Step 4. Check the firewall and DNS settings

If the publisher dashboard seems to be accessible from the server, but not from the other workstations, you’re most likely looking at a firewall rule blocking access or at the DNS resolving issue.

First, try pinging the server using a command line. Open a Command Prompt (cmd) and enter the command “ping <server name>”, where <server name> is a part of your DeskAlerts publisher console url up to the first slash excluding the ones in the protocol definition – so, if your DA console is available at <http://daserver/deskalerts>, your command will look like “ping daserver”. If you see the packets being successfully delivered, check with your network team to determine if the access to the requested URL is blocked by firewall.

Pretty often, you need to use a fully qualified domain name instead of just a server name, so while <http://daserver/deskalerts> is not accessible, <http://daserver.company.domain/deskalerts> might be - if you know the FQDN of a server – try this as well. If the publisher console is accessible via FQDN – the person responsible for DeskAlerts server installation will need to re-run the installer, using a FQDN in the “Server URL” field on a IIS setup stage.

If none of the steps above have helped to connect to the dashboard from the client workstation, please go to Step 5 to gather the logs files.

Step 5 – Retrieving the server logs

In order for our technical support team to better understand the issues which might've occurred on the application server, please gather the following two types of logs and send them to DeskAlerts Support:

1. The IIS web log for the day when the issue has occurred – the location of these can be determined from IIS Manager, the “Logging” feature of the site running DeskAlerts. By default, these are located at C:\inetpub\logs\.
2. The system log for the day when the issue has occurred – you can generate one by going to Event Viewer → Windows logs → Application and exporting all “warning” and “error” level events for the needed day.

Note that if the server dashboard is only inaccessible from the client workstation, support will also need to know the IP address of a workstation you've been testing on. The IP address can usually be retrieved by running a Command Prompt command “ipconfig” on the workstation in question.