



Sitecore CMS 6 Installation Troubleshooting

Problem Solving Techniques for System Managers

Table of Contents

Chapter 1	Introduction.....	3
Chapter 2	Common Installation Issues	4
2.1	Overview	5
2.2	Browser Cache and Configuration	6
2.3	Register Default.aspx as a Default Document	7
2.3.1	How to Register Default.aspx as a Default Document on Windows XP or Windows 2003	7
2.3.2	How to Register Default.aspx as a Default Document on Vista or Windows 2008.....	7
Use the IIS Management Console	8	
Edit Site Web.config.....	8	
Update System Web.Config.....	8	
2.4	Access to The Path Is Denied.....	9
2.5	Installation Prerequisites	10
2.5.1	IIS Server Is Not On This Computer	10
How to Install IIS on Windows XP	10	
How to Install IIS on Windows 2003	10	
How to Install IIS on Windows Vista	10	
How to Install IIS on Windows 2008	11	
2.6	Register ASP.NET with IIS.....	12
2.7	Subdirectories, Virtual Directories, and Child Applications	13
2.8	Could Not Load File or Assembly.....	14
2.9	Refresh System.....	15
2.10	Install, Repair, or Reinstall .NET or IIS	16
Chapter 3	Known Issues	17
3.1	An Exception Occurred During the Commit.....	18
3.2	ASPNET User Is Not Found.....	19
3.3	Attempted to Load a 64-Bit Assembly on a 32-Bit Platform.....	20
3.4	ASP.NET Version.....	21
3.5	IIS Concurrent Request Limits	22
3.6	There Is a Problem with This Windows Installer Package.....	23
3.7	Empty Strings Are Not Allowed.....	24
3.8	Your IIS Server Is Not Running At the Moment	25
3.9	The Page Cannot Be Found	26
3.10	Counter Category Does Not Exist On This Server.....	27
3.11	Microsoft SQL Server Issues	28
3.11.1	The Selected Server Is Not MS SQL Server 2005.....	28
3.11.2	Server Does Not Exist or Access Denied	28
3.11.3	The User is Not Associated with a Trusted SQL Server Connection.....	29
3.11.4	The Account is Disabled	29

Chapter 1

Introduction

This document provides problem-solving techniques for system managers troubleshooting Sitecore installation issues.

This document contains the following chapters:

- **Chapter 1 — Introduction**
- **Chapter 2 — Common Installation Issues**
- **Chapter 3 — Known Issues**

Chapter 2

Common Installation Issues

This chapter provides problem-solving techniques for the most frequent issues encountered while installing Sitecore.

This chapter contains the following sections:

- Overview
- Browser Cache and Configuration
- Register Default.aspx as a Default Document
- Access to The Path Is Denied
- Installation Prerequisites
- Register ASP.NET with IIS
- Subdirectories, Virtual Directories, and Child Applications
- Could Not Load File or Assembly
- Refresh
- Install, Repair, or Reinstall .NET or IIS

2.1 Overview

A number of factors that vary between environments can complicate the Sitecore installation process. Most of these issues result from Internet Explorer, IIS, ASP.NET, and SQL Server configuration.

Important

Always follow the Sitecore Installation Guide to correctly install and configure Sitecore.¹

Important

When administering Sitecore, log in to Windows as a member of the Administrators group, and log in to Sitecore as an administrative user. Invoke the Sitecore installer, Visual Studio, command line windows, and any other programs used with Sitecore as a Microsoft Windows administrator. To invoke a command as administrator on Windows Vista or Windows 2008, right-click on the command, and then click Run as administrator.

Important

To ensure successful and complete installation, Sitecore always strongly recommends using the automated Sitecore installer and resolving any issues instead of installing from a zip archive.

Warning

Do not invoke multiple instances of the Sitecore installer to run concurrently. If the installer stops responding, reboot before invoking the installer again using the debugging options described in the Sitecore Installation Guide referenced previously.

Warning

Never configure two Sitecore instances to share write access to a single Sitecore database.

Warning

Never configure multiple IIS Web sites to access a single Sitecore file system.

Note

The installation forum on the Sitecore Developer Network may contain installation troubleshooting information not covered by this document and is often the fastest way to resolve installation issues.²

Note

To improve consistency and electronic search results, this document intentionally provides simplified error messages and excludes some punctuation and changes some punctuation from actual error messages.

Tip

In some cases, you may find it helpful to get a standalone ASP.NET page working in the IIS Web site before installing Sitecore.

Tip

If you are unable to resolve an installation issue, generate a verbose installation log as described in the Sitecore Installation Guide referenced previously (`Setup.exe /V"/log log.txt"`). Then file a case in the Sitecore support portal providing screen shots and compressed log file. North American users can contact install@sitecoreusa.com for installation assistance.³ Report issues with this document, the Sitecore Installation Guide referenced earlier, and all other Sitecore documentation to doc@sitecore.net.

¹ For more information about Sitecore installation, see <http://sdn.sitecore.net/Products/Sitecore%20V5/Sitecore%20CMS%206/Installation.aspx>.

² For the installation forum on the Sitecore Developer Network, see <http://sdn5.sitecore.net/forum/ShowForum.aspx?ForumID=25>.

³ For more information about Sitecore support, see <http://sdn.sitecore.net/support.aspx>.

2.2 Browser Cache and Configuration

Browser cache configuration can result in poor performance or even unexpected behavior. If you have completed the installation process, but the Sitecore instance behaves unexpectedly, see Internet Explorer configuration documentation referenced previously, clear the browser's cache, and close all browser windows.⁴

Tip

To determine if an issue is specific to a client or user, try the same operation as another user, and then again from another client machine. If you get different results, the issue may involve client configuration, including browser configuration.

Important

For best performance, Sitecore highly recommends that you disable the phishing filter in Microsoft Internet Explorer as described in the Internet Explorer configuration documentation referenced previously.

⁴ For more information about configuring Internet Explorer, see <http://sdn5.sitecore.net/Articles/Administration/Configuring%20IE7.aspx>.

2.3 Register Default.aspx as a Default Document

You may see any of the following messages in the browser if you have not enabled default documents and configured `default.aspx` as a default document in IIS.

Directory listing denied

This virtual directory does not allow contents to be listed

HTTP 403

Forbidden

You are not authorized to view this page

To determine if a Sitecore instance is experiencing this issue, add `default.aspx` to the URL, such as <http://localhost/default.aspx>. If you do not receive the same error message, you may not have enabled default documents or registered `default.aspx` as a default document in IIS.

Important

If the browser displays a blank, empty page, with no error message, you may need to enable `default.aspx` as a default document.

Warning

Do not register `default.aspx` as a default document using the IIS management console without considering a defect in IIS7 on some releases of Microsoft Windows Vista that can corrupt `web.config`.⁵

Note

If `default.aspx` is not registered as a default document, you may need to install, repair, or reinstall .NET as described in the section [Install, Repair, or Reinstall .NET or IIS](#).

2.3.1 How to Register Default.aspx as a Default Document on Windows XP or Windows 2003

To correct this issue on Windows XP or Windows 2003 (IIS 5 or 6):

1. Right-click My Computer, and then click Manage.
2. Expand Services and Applications, then expand Internet Information Services, and then expand Web Sites.
3. Right-click the Sitecore Web site, and then click Properties.
4. Click the Documents tab.
5. Select the Enable Default Documents checkbox.
6. If the Enable Default Documents list does not contain `default.aspx`, then click Add, and then enter `default.aspx`.

2.3.2 How to Register Default.aspx as a Default Document on Vista or Windows 2008

To configure `default.aspx` as a default document on Windows Vista, choose one of the following three options:

- Use the IIS Management

⁵ For more information about this IIS defect, see <http://sdn.sitecore.net/Products/Sitecore%20V5/Sitecore%20CMS%205,-d-3/Installation/Installing%20Sitecore%20on%20Vista.aspx>.

- Edit Site Web.config
- Update System Web.Config

Use the IIS Management Console

To configure `default.aspx` as a default document on Windows Vista or Windows 2008:

1. On Windows Vista, obtain the hotfix from Microsoft.⁶
2. Uninstall Sitecore.
3. Register `default.aspx` as a default document using the IIS Management Console.
4. Install Sitecore.

Edit Site Web.config

To configure `default.aspx` as a default document for the web site by editing `web.config` on Windows Vista or Windows 2008:

1. Back up `web.config`.
2. Edit or create the `/configuration/system.webServer/defaultDocument` in `web.config` as required:

```
<configuration>
...
  <system.webServer>
    ...
    <defaultDocument>
      <files>
        <add value="default.aspx" />
      </files>
    </defaultDocument>
```

Update System Web.Config

The system `web.config` file that applies to all IIS Web sites does not contain any elements with text values that would be affected by the IIS defect. Without the Vista hotfix, you can use the IIS management console to configure `default.aspx` as a default document for all Web using the steps provided in the section How to Register Default.aspx as a Default Document on Vista or Windows 2008, but setting properties on the parent Web Sites item IIS instead of an individual site. You may not need to reinstall Sitecore.

⁶ For more information about the Microsoft defect, see <http://support.microsoft.com/kb/930451>.

2.4 Access to The Path Is Denied

You may see the following message in the browser or Sitecore logs if ASP.NET cannot write to a file system as required.

Access to the path is denied

This message may indicate that you have not successfully completed the installation instructions. Review the Sitecore Installation Guide referenced previously.

2.5 Installation Prerequisites

Ensure that the Web server, the database server, and the client hardware all meet requirements as described in the Sitecore Installation Guide referenced previously, and ensure the network connection between the client and the server is sufficient. You may need to install, repair, or reinstall IIS or .NET as described in the section Install, Repair, or Reinstall .NET or IIS.

2.5.1 IIS Server Is Not On This Computer

You may see the following message from the installer if you try to install Sitecore on a machine that does not have IIS installed.

IIS server is not on this computer

Install IIS using the following procedures.

How to Install IIS on Windows XP

To install IIS on Windows XP:

1. In the Add or Remove Programs Windows control panel, click Add/Remove Windows Components.
2. Highlight Internet Information Services (IIS), but do not select the checkbox.
3. Click Details.
4. Select the World Wide Web Service checkbox.
5. Complete any remaining dialogs, accepting all defaults and adding any additional components as required.

How to Install IIS on Windows 2003

To install IIS on Windows 2003:

1. In the Add or Remove Programs Windows control panel, click Add/Remove Windows Components.
2. Highlight Application Server, but do not select the checkbox.
3. Click Details.
4. Highlight Internet Information Services (IIS), but do not select the checkbox.
5. Click Details.
6. Select the World Wide Web Service checkbox.
7. Complete any remaining dialogs, accepting all defaults and adding any additional components as required.

How to Install IIS on Windows Vista

To install IIS on Windows Vista:

1. In the Programs Windows control panel, click Turn Windows features on or off.
2. If you see a prompt indicating that you cannot install IIS without installing additional features, click Add Required Features. If you see additional prompts for dependencies, install the required components.
3. Under Web Server\Application Development, select NET Extensibility and ASP.NET.
4. Under Web Server\Common HTTP Features, select Static Content and Default Document.

5. Under Web Management Tools, select IIS Management Console.
6. If you will be using the Sitecore installer, under Management Tools\IIS 6 Management Compatibility, select the IIS6 Metabase Compatibility and IIS 6 WMI Compatibility.
7. Complete any remaining dialogs, accepting all defaults and adding any additional components as required.

Note

You can remove IIS 6 management compatibility features after installing Sitecore.

How to Install IIS on Windows 2008

To install IIS on Windows 2008:

1. In the Windows desktop, right-click the Computer, and then click Manage.
2. In Server Manager, click Roles, and then under Roles Summary, click Add Roles.
3. If you see the Before You Begin page, click Next.
4. Under Roles, select the Web Server (IIS) checkbox.
5. If you see a prompt indicating that you cannot install IIS without installing additional features, click Add Required Features. If you see additional prompts for dependencies, install the required components.
6. Under Management Tools, select IIS Management Console.
7. If you will be using the Sitecore installer, under Management Tools\IIS 6 Management Compatibility, select the IIS6 Metabase Compatibility and IIS 6 WMI Compatibility checkboxes.
8. Under Web Server\Application Development, select ASP.NET and .NET Extensibility.
9. Under Web Server\Common HTTP Features, select Static Content and Default Document.
10. Complete any remaining dialogs, accepting all defaults and adding any additional components as required.

Note

You can remove IIS 6 management compatibility features after installing Sitecore.

2.6 Register ASP.NET with IIS

You may see any of the following messages in the browser if ASP.NET is not registered properly.

HTTP Error 500.19

Internal Server Error

The requested page cannot be accessed because the related configuration data for the page is invalid

This configuration section cannot be used at this path

This happens when the section is locked at a parent level

Locking is either by default (overrideModeDefault="Deny"), or set explicitly by a location tag with overrideMode="Deny" or the legacy allowOverride="false"

This error may indicate an unexpected order of Windows component installation, which you may resolve by registering ASP.NET.⁷

To register ASP.NET:

1. Open a command prompt.
2. Navigate to the appropriate .NET framework directory using commands such as the following:

```
C:  
cd C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727
```

3. Enter the following command:

```
aspnet_regiis -iru
```

⁷ For more information about registering ASP.NET, see <http://support.microsoft.com/default.aspx?scid=kb;en-us;306005>.

2.7 Subdirectories, Virtual Directories, and Child Applications

You may see any of the following messages in the browser if you have not configured Sitecore as the document root of an IIS Web site.

The type or namespace name does not exist in the class or namespace

Are you missing an assembly reference?

Could not find a part of the path

You cannot configure Sitecore as a subdirectory, virtual directory, or child application within a document root. Reinstall or reconfigure Sitecore as an IIS Web site document root.

You can work around the IIS limitation to a single Web site on Windows XP by creating multiple Web sites, though only one web site may be active at any time.⁸ The IIS management console does not provide a user interface to create sites. Instead, execute command lines such as the following:

```
C:\inetpub\adminscripts\adsutil.vbs create_vserv w3svc/2
C:\inetpub\adminscripts\adsutil.vbs copy w3svc/1 w3svc/2
```

Change the two characters (“2”) to three to higher numbers to create additional sites. In the IIS management console, rename the new Web site and update other properties, change its home directory to the Sitecore document root, and update other properties such as the application pool and ASP.NET version as necessary. Start and stop the different Web sites using the IIS management console. Remember to clear the browser cache when switching between sites, especially when changing Sitecore versions.

⁸ For more information about configuring multiple Web sites on Windows XP, see <http://sdn.sitecore.net/Products/Sitecore%20V5/Sitecore%20CMS%205,-d-,3/Installation/ZIP%20installation/Multiple%20XP%20Sites.aspx>.

2.8 Could Not Load File or Assembly

You may see any of the following messages in the browser if you have compiled a Microsoft Visual Studio project containing a reference to an assembly in the `/bin` folder without setting the Copy Local property of the reference to False.

Could Not Load File or Assembly

Server Error in '/' Application.

System.IO.FileNotFoundException

Visual Studio may have deleted files from the `/bin` folder when you compile. To correct this issue, restore the entire contents of the `/bin` folder from a zip archive of the appropriate Sitecore version.

2.9 Refresh System

You can resolve various issues by restarting IIS, SQL Server, the browser, or even the machine.

Important

Review the sections of this document Browser Cache and Configuration and Install, Repair, or Reinstall .NET or IIS before refreshing the system, especially for a production instance.

To refresh the system, either reboot, or follow the following procedure:

1. Close all browser windows.
2. Clear the browser cache.
3. As a Windows administrator, open command prompts on both the Web server and the database server, which may be the same machine.
4. On the database server, execute the following command to determine the name of the SQL Server instance:

```
net start | find "SQL Server ("
```

5. Execute the following command on the Web server to stop IIS:

```
net stop w3svc
```

6. Execute the following commands on the database server to restart SQL Server, replacing MSSQLSERVER as appropriate:

```
net stop "sql server (MSSQLSERVER)"  
net start "sql server (MSSQLSERVER) "
```

7. Execute the following command on the Web server to start IIS:

```
net start w3svc
```

2.10 Install, Repair, or Reinstall .NET or IIS

You can resolve various issues by installing, repairing, or reinstalling .NET and IIS.

To install IIS, see the section [IIS Server Is Not On This Computer](#).

In install .NET, see [Install, Repair, or Reinstall .NET or IIS](#), and then see [Register Default.aspx as a Default Document and Register ASP.NET with IIS](#).⁹

⁹ To download .NET, see <http://www.microsoft.com/downloads/details.aspx?FamilyID=333325fd-ae52-4e35-b531-508d977d32a6&DisplayLang=en>.

Chapter 3

Known Issues

This chapter provides problem-solving for known issues with the Sitecore installation process.

This chapter contains the following sections:

- An Exception Occurred During the Commit
- ASPNET User Is Not Found
- Attempted to Load a 64-Bit Assembly on a 32-Bit Platform
- ASP.NET Version
- IIS Concurrent Request Limits
- There Is a Problem with This Windows Installer Package
- Empty Strings Are Not Allowed
- Your IIS Server Is Not Running At the Moment
- The Page Cannot Be Found
- Counter Category Does Not Exist On This Server
- Microsoft SQL Server Issues

3.1 An Exception Occurred During the Commit

You may see any of the following messages from the installer if the Windows My Documents setting does not specify the default location.

Error 1001

An exception occurred during the Commit phase of the installation

This exception will be ignored and installation will continue

The application might not function correctly after installation is complete

Length cannot be less than zero

To address this issue:

1. Note the original value of the Windows My Documents setting.
2. Configure the Windows My Documents setting to the default location.
3. Install Sitecore.
4. Reset the Windows My Document setting to its original value.

For more information about this issue, see Microsoft Knowledge Base article 310147.¹⁰

¹⁰ For Microsoft Knowledge Base article 310147, see <http://support.microsoft.com/kb/310147>.

3.2 ASPNET User Is Not Found

You may see any of the following messages from the installer if Microsoft Windows is configured in an unexpected way.

ASPNET user is not found

ASPNET account is not present on this machine

If you have properly configured IIS and ASP.NET, you can ignore the warning by clicking Yes to continue the installation. If you experience further errors, you may need to reinstall IIS or .NET as described in the section Install, Repair, or Reinstall .NET or IIS.

3.3 Attempted to Load a 64-Bit Assembly on a 32-Bit Platform

You may see any of the following messages in the browser if the installer cannot detect the active bit mode of IIS as required to correctly configure 64-bit components.

Attempted to load a 64-bit assembly on a 32-bit platform

Use ReflectionOnlyLoad() instead if trying to load for reflection purposes

Could not load file or assembly System.Data.SQLite or one of its dependencies

An attempt was made to load a program with an incorrect format

System.BadImageFormatException: Could not load file or assembly System.Data.SQLite or one of its dependencies

To correct this error, replace the `System.Data.SQLite.dll` assembly in the `/bin` folder of the Web site with the correct 64-bit version of this file. Alternatively, if you do not use the SQLite database, such as if you use Microsoft SQL Server, rename this file without the `.dll` extension, or delete this file.¹¹

¹¹ To download the 64-bit version of the `System.Data.SQLite.dll`, see <http://sdn.sitecore.net/Products/Sitecore%20V5/Sitecore%20CMS%206/Installation.aspx>.

3.4 ASP.NET Version

You may see any of the following messages in the browser if IIS configuration for the Web site specifies the wrong version of the .NET framework, or if the configuration for different Web sites in a single application pool specifies two or more versions of the .NET framework.

Server Error in '/' Application

Configuration Error

Parser Error Message

Unrecognized attribute type

Unrecognized configuration section roleManager

Compilation Error

Sitecore.Web.HttpModule.OnApplicationEnd

Server Application Unavailable

The web application you are attempting to access on this web server is currently unavailable

If you have just reconfigured from a .NET 1.1 Web site to a .NET 2.0 Web site on Windows XP, restart IIS.

Otherwise, to correct this issue on Windows XP or Windows 2003:

1. In the IIS management console, right-click the Web site, and then click Properties.
2. On the ASP.NET tab, for ASP.NET version, select the 2.0 option.

3.5 IIS Concurrent Request Limits

IIS on Windows Vista and XP limits the number of concurrent HTTP connections allowed by IIS. If the Web server receives too many requests at the same time, some HTTP requests result in errors. This can cause unpredictable behavior in browsers and other clients as JavaScript, CSS, image, Web service, and other HTTP requests fail intermittently.

Browsers should not allow more than two concurrent HTTP requests to any Web server. Many browsers allow the user to override the default number of allowed connections to a Web server. Ensure browser configuration properly limits concurrent HTTP connections to each HTTP server, and take other measures to prevent exceeding this limitation of IIS, such as upgrading to a server version of Microsoft Windows or limiting the number of concurrent users.¹²

¹² For instructions to configure the number of simultaneous HTTP connections to a single Web server allowed by Internet Explorer, see <http://support.microsoft.com/?kbid=282402>.

3.6 There Is a Problem with This Windows Installer Package

You may see any of the following messages from the installer if you have not installed IIS 6 compatibility components.

Error 1720

There is a problem with this Windows Installer package

A script required for this install to complete could not be run

Contact your support personnel or package vendor

To correct this issue, install the missing components, and then install Sitecore.

To install the missing components on Windows Vista:

1. In the Windows Control Panel, click Control Panel Home, and then click Programs.
2. Within Programs and Features, click Turn Windows Features on or off. If the User Account Control dialog appears, click Continue. The Windows Features dialog appears.
3. In the Windows Features dialog, expand Internet Information services, then expand Web Management Tools, and then expand IIS 6 Management Compatibility, without selecting any checkboxes.
4. Select the IIS 6 WMI Compatibility and IIS Metabase and IIS 6 configuration compatibility checkboxes, and then click OK.

To install the missing components on Windows 2008:

5. In Server Manager, expand Roles, and then click Web Server (IIS).
6. Within Role Services, click Add Role Services. The Add Role Services dialog appears.
7. In the Add Role Services dialog, expand Management tools and IIS 6 Management Compatibility, without selecting any checkboxes.
8. Select the IIS 6 Metabase Compatibility and IIS 6 WMI Compatibility checkboxes.
9. Complete any remaining dialogs.

Note

You can remove IIS 6 management compatibility features after installing Sitecore.

3.7 Empty Strings Are Not Allowed

Due to a defect in certain versions of IIS7 on Windows Vista, you may see any of the following messages in the browser if you have used the IIS management console to update the configuration of a Sitecore instance.

Empty strings are not allowed

Parameter name: name

These messages may indicate that `web.config` is corrupt. You can correct this error by obtaining the patch from Microsoft or enabling `default.aspx` at the server instead of the site level, and then uninstalling and reinstalling Sitecore. For more information, see the section Register Default.aspx as a Default Document.

Tip

You can correct `web.config` by using a tool such as WinMerge to compare against a working Sitecore instance or the Sitecore distributive.¹³

¹³ To download WinMerge, see <http://www.winmerge.org>.

3.8 Your IIS Server Is Not Running At the Moment

You may see the following message from the installer if Microsoft Windows is configured in an unexpected way.

Your IIS server is not running at the moment

In general, you can ignore this warning and continue. Otherwise, you may need to install, repair, or reinstall IIS or .NET as described in the section Install, Repair, or Reinstall .NET or IIS.

3.9 The Page Cannot Be Found

You may see any of the following messages in the browser if you have not enabled ASP.NET on Microsoft Windows 2003.

The page cannot be found

The page you are looking for might have been removed, had its name changed, or is temporarily unavailable

HTTP Error 404

File or directory not found

To enable ASP.NET on Windows 2003:

1. In the IIS management console, expand the instance name, and then expand Web Sites
2. Click Web Service Extensions.
3. Click the ASP.NET 2.0 framework Web Service Extension.
4. Click Allow.

3.10 Counter Category Does Not Exist On This Server

You may see any of the following messages in the Sitecore log if Sitecore is unable to update performance counters in the Windows registry.

Counter category does not exist on this server

Using temporary internal counter

Use the tool on the Sitecore Developer Network provides a tool to register the performance counters.¹⁴

¹⁴ For more information and to download the tool used to correct the issue, see <http://sdn.sitecore.net/FAQ/Administration/Sitecore%20log%20filling%20up%20with%20warnings.aspx>.

3.11 Microsoft SQL Server Issues

This section provides problem-solving for known issues with Sitecore installation involving Microsoft SQL Server.

3.11.1 The Selected Server Is Not MS SQL Server 2005

You may see any of the following messages in the browser or from the installer if you try to install Sitecore using Microsoft SQL Server 2000 or 2008.

The selected server is not MS SQL Server 2005/Express

Enter another server name

Sitecore supports Microsoft SQL Server and later editions, but the Sitecore installer refuses to install using SQL 2008. Install from a zip archive instead of using the installer.

3.11.2 Server Does Not Exist or Access Denied

You will see this error if Sitecore cannot communicate with the database server:

Error 2750

Could not connect to Microsoft SQL Server

Server does not exist or access denied

Ensure SQL Server is installed and running on the database server.

Ensure the database server and instance name are correct. For an existing Sitecore installation, or an installation from a zip archive, check the SQL Server connection strings in `/App_Config/ConnectionStrings.config`.

Ensure any hardware and software firewalls between the Sitecore server and the database server do not block the TCP/IP port used by SQL Server, which is 1433 by default.¹⁵

To configure the default Windows firewall on the database server:

1. From the Windows Control Panel, access the Windows Firewall.
2. Click the General tab.
3. Clear the Don't allow exceptions checkbox.
4. Click the Exceptions tab.
5. If an entry for SQL/1433 does not exist, click Add Port and, then enter a name for the port such as SQL Server (Port 1433), and then enter the port number 1433.
6. Select the checkbox next to the port.

To ensure that SQL Server allows remote connections:

1. Open SQL Server Surface Area Configuration.
2. Click Surface Area Configuration for Services and Connections.
3. Expand the database instance, then expand Database Engine, and then click Remote Connections.
4. Select Local and remote connections, then select either Using TCP/IP only or Using TCP/IP and named pipes.

To ensure SQL Server allows TCP/IP connections:

¹⁵ For more information about the TCP/IP ports used by Microsoft SQL Server, see <http://support.microsoft.com/kb/287932>.

1. Open SQL Server Configuration Manager.
2. Expand Network Configuration, then click Protocols for the database instance, then right-click TCP/IP, and then click Enable.

3.11.3 The User is Not Associated with a Trusted SQL Server Connection

You may see any of the following messages in the browser or from the installer if you have not configured SQL Server to allow SQL authentication.

Login failed for user

The user is not associated with a trusted SQL Server connection

To enable SQL authentication:

1. Open SQL Server Management Studio and connect using Windows authentication.
2. Right-click the database instance, and then click Properties.
3. Click the Security tab.
4. Under Server authentication, select SQL Server and Windows Authentication mode.
5. Restart SQL Server.

Note

You may need to enable the SQL Server `sa` user and set its password. For more information, see the following section The Account is Disabled.

3.11.4 The Account is Disabled

You may see any of the following messages in the browser or from the installer if the SQL Server user is disabled.

Login failed for user

The account is disabled

To enable the `sa` user:

1. Open SQL Server Management Studio and connect using Windows authentication.
2. Expand the database instance, then expand Security, and then expand Logins.
3. Right-click the `sa` user, and then click Properties.
4. Click the Status tab, and under Login, select Enabled.

Note

If you do not know the password for the `sa` user, click the General tab, and for Password and Confirm password, enter a new password.