

## SiteRemote Server 5 Installation and Update Guide

This guide contains information about PROVISIO's SiteRemote Server software. The server version of SiteRemote lets you manage your team account(s) and their client machines from your own server.

### General notes

1. Prior to installation, make sure that the system meets the system requirements (see below).
2. Make sure that you have local administrator rights on the target computer when you install SiteRemote.
3. Confirm that there are no restrictions to the local administrator or domain administrator accounts.
4. When creating a new installation, make sure that the users SITEREMOTE and SITEREMOTEADMIN do not already exist before starting the installation (Does not apply to the update installation).
5. General note about the user accounts SITEREMOTE and SITEREMOTEADMIN: The users SITEREMOTE or SITEREMOTEADMIN are for internal use only (e.g. for accessing the SQL database, starting/using the SiteRemote Server service). These local user accounts will be created during the installation of SiteRemote and are assigned a random password.

By default, the password(s) will be generated using 15 random letters (upper/lower case), special characters and numbers, which is in line with the strong password policy of Windows.

The password(s) for the users SITEREMOTE and SITEREMOTEADMIN do not need to be known or changed because there is no need to log in manually using either user. If you still want to change the passwords, ONLY change them using the "Settings" page of the SiteRemote Administration. Do not use the Windows user management for this purpose.

6. Aside from making sure to meet the system requirements, it is recommended to install SiteRemote Server on a dedicated server system that uses a default Windows Server installation and to not make any changes to the default policies of Windows.

#### 7. Note if using a self-signed certificate for the SiteRemote web page and Firefox:

For using SiteCaster you also need to install the self-signed certificate as a "Trusted Root CA" on the machine from where you

login to your SiteRemote team. Otherwise you will get an error message when you open the SiteCaster Tab in Firefox.

A general description about how to install a self-signed certificate as a Trusted Root CA can be found here: <http://blogs.technet.com/b/sbs/archive/2007/04/10/installing-a-self-signed-certificate-as-a-trusted-root-ca-in-windows-vista.aspx>.

If you encounter any problems during or after installation of SiteRemote server please also check the PDF brochure "[SiteRemote Server Troubleshooting](#)" for more information.

8. **Backup:** Generally Provisio advises to use the more comprehensive SQL Server Management Studio to configure the backup of the SiteRemote database instead of using the simple backup feature activation on the SiteRemote "Settings" page. For more information, see <http://msdn.microsoft.com/en-us/library/ms189621.aspx>.

**Note:** Every SQL database has at least one transaction log file. This file contains information necessary to restore the SQL database. To make sure that the transaction log(s) don't become too large also review the recovery mode settings: <http://msdn.microsoft.com/en-us/library/ms189275.aspx>.

Please note that we cannot provide further support for this as it applies to Microsoft SQL server. The data in the "Teams" folder (containing the log files of the machines etc.) are not included to the SQL database.

For more information, also see the [SiteRemote backup and restore information](#) at the end of this PDF.

9. LDAP user mapping is available for authentication. More information can be found here: <http://www.provisio.com/link/srldap>

10. **Microsoft Azure:** SiteRemote can run on Microsoft's Azure platform. Please note that you will install SQL Server as part of a Windows Server virtual machine. You only need to ensure that the virtual machine meets the system requirements for SiteRemote. You cannot use instances of the individual executable SQL Azure databases.

## System Requirements

### Server Software

- Windows Server 2008/2012 32/64 Bit (also Small Business)
- IIS 7/7.5/8/8.5
- .NET Framework 4.5.1
- MS SQL Server 2005/2008/2012/2014 Express/Standard/Enterprise
- SMTP Server
- SSL-Certificate

### Restrictions

- static IP address is required (applies to server only)
- SMS provider: currently only available from ([www.mobilant.de](http://www.mobilant.de), [www.clickatell.com](http://www.clickatell.com))

### Minimum Server Hardware Requirements

- 2.5 GHz processor
- 2 GB of RAM
- 50 GB of hard drive space (10 GB per 100 machines)

### Reference System SiteRemote.net

- Quadcore 2,3 GHz
- 8 GB of main memory
- 3 TB hard drive

### Required Ports

- <http://www.provisio.com/en-EN/CustomerSupportCenter/ArticleDetails.aspx?ArticleID=9699>

## Installation Instructions

**Note:** We can not assist you in setting up your own server. You will need detailed knowledge on how to set up and configure a Windows server.

Please follow these instructions to install the software.

1. Begin by installing Windows Server and follow the installation instructions provided by that software. Once you have completed the installation, run Windows Update and install all updates available for this product.

The name of the Computer must not be SITEREMOTE or SITEREMOTEADMIN.

2. Server 2008/2012: Install IIS via the Roles management. Make sure to tick the additional role services for IIS6 Management Compatibility, HTTP Redirection, Windows Authentication and ASP.NET (Server 2008) or ASP.NET 4.5 (Server 2012) support.

3. Proceed by installing MS SQL Server including all available updates and service packs. If you use SQL 2008 or higher please also install the Integration Services of SQL Server. During installation, please select "Win Only" as the authentication mode (see [page 3](#) for different installation scenarios). When finished with the installation, make sure the SQL server is in working order.

4. Next proceed with installing the SiteRemote Server software. Execute the installer and follow the instructions on the screen.

5. After the installation a small configuration dialog opens automatically. You need to select an https certificate for the SiteRemote web site. Either select an existing certificate or generate one yourself. The self generated certificate can be replaced later on with another(official) one if required.

On the second page (use the Next button) you can change settings for XMPP server ejabberd. The XMPP server is used by the Android clients to communicate with SiteRemote. Make sure to use the fully qualified domain name (FQDN) of the server under Host name. You usually do not need to change ports and password (randomly generated during installation).

In any case close that dialog now by using the "Apply" button.

6. Read the SiteRemote Server Admin Guide ([http://www.provisio.com/Download/brochures/Siteremote\\_Admin\\_Guide\\_en.pdf](http://www.provisio.com/Download/brochures/Siteremote_Admin_Guide_en.pdf)) to learn how to obtain your license key, create teams etc.

## Updating SiteRemote Server

**Note:** The update from older versions of SiteRemote is not for free, please see our online store (<https://www.provisio.com/Shop/Shop.aspx?GroupIdx=17>) for pricing.

We can not assist you in updating your own server. You will need detailed knowledge on how to set up and configure a Windows server.

Updating from SiteRemote 1.x, 2.x, Server 2003 and SQL Server 2000 is no longer supported.

**Please follow these instructions to update the software.**

1. Make a backup of the SiteKioskBackendServer / SiteRemoteBackendServer database using for example the SQL Server Management Studio.

2. Please make sure that the compatibility level of the database is set to SQL Server 2005 or higher. The setting can be found in the SQL Server Management Studio by selecting the properties of the database and going to options. Usually this setting does not need to be changed.

3. Create a copy of the folders "PROVISIO\SiteRemote\Common" and "PROVISIO\SiteRemote\Config" (including their subfolders). In the case that you made individual changes to strings of the SiteRemote server, export the strings, otherwise your changes will be overwritten. You can find the export feature on the strings pages in the administration section of your SiteRemote server. There you can also import your strings again after the update.

4. Now is the time to install the SiteRemote Server software over the existing installation. Execute the installer and follow the instructions on the screen.

5. After the installation a small configuration dialog opens automatically. You need to select an https certificate for the SiteRemote web site. Either select an existing certificate or generate one yourself. The self generated certificate can be replaced later on with another(official) one if required.

On the second page (use the Next button) you can change settings for XMPP server ejabberd. The XMPP server is used by the Android clients to communicate with SiteRemote. Make sure to use the fully qualified domain name (FQDN) of the server under Host name. You usually do not need to change ports and password (randomly generated during installation).

In any case close that dialog now by using the "Apply" button.

6. After the installation process is finished go to the Settings page of the SiteRemote Administration interface. Most of the settings have been overwritten with the new SiteRemote default values and need to be configured again.

If updating from an older version of SiteRemote you also need to obtain a new SiteRemote server license as the old license is not valid anymore. The procedure for the license key is the same as before.

Please note that the statistics on the terminal overview and statistics pages will be reset after the update but you still can use reports to get this information.

## Installation Scenarios with SiteRemote (using the default Webpage in IIS)

When updating SiteRemote, make sure to use the same settings as with a new installation.

### 1. SiteRemote with a local SQL Server (Standard)

Do a "Default" installation and follow the onscreen instructions.

### 2. Installing SiteRemote with local SQL EXPRESS Server (installed before SiteRemote)

Do a "Custom" installation.

During the installation choose the correct path to the SQL EXPRESS database (Database Server: "(local)\SQLEXPRESS").

### 3. Installing SiteRemote with external SQL Server

Generally you have to enable the SQL authentication of SQL Server and configure an associated SQL database user with corresponding access rights.

Also keep in mind the firewall settings on your machines (TCP port 1433 <http://technet.microsoft.com/en-us/library/cc646023.aspx>) and Furthermore make sure that you have enabled the remote connections in your SQL server settings (<http://blogs.msdn.com/b/walzenbach/archive/2010/04/14/how-to-enable-remote-connections-in-sql-server-2008.aspx>).

With an external SQL DB SiteRemote you have to create an SQL user manually before installing SiteRemote (SQL authentication) or just activate and use the default SQL user "sa".

The SQL user should have full access to the SQL DB to be able to create the SiteRemoteBackeEndServer Database and to fill the tables during the installation. The SQL user needs at least these rights:

#### 1. server role:

- public
- sysadmin

#### 2. database role:

- service
- db\_owner

Do a "Custom" installation.

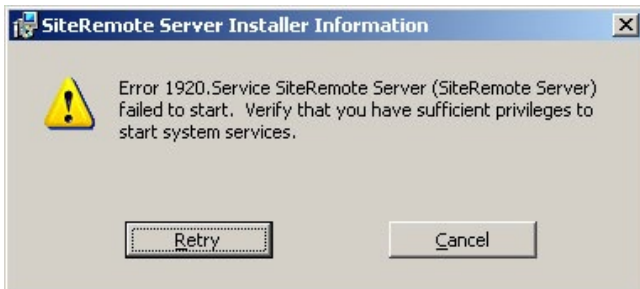
During the installation choose the correct path to the external SQL database and enable the checkbox at "Use SQL server credentials for authentication" (Database Server settings window). Fill in the username and password of the SQL user used for SiteRemote to access the SQL DB. Generally you can check if the SQL DB can be accessed from another computer with using the SQL Management Studio from Microsoft.

A special installation guide for using an external SQL DB is not provided by Provisio as it applies to the configuration of the MS SQL Server.

## SiteRemote Server Troubleshooting

### Errors during the installation:

**Error 1920 Service SiteRemote Server (SiteRemote Server) failed to start. Verify that you have sufficient privileges to start system services.**



Error 1920 Service SiteRemote Server (SiteRemote Server) failed to start. Verify that you have sufficient privileges to start system services.

There are several possibilities why this message would be displayed.

When you receive error 1920 during the installation keep the message displayed and

1. Check the windows event log (Start -> Control Panel -> Administrative Tools -> Event Viewer -> Application and System) for error messages since the start of the installation.

2. Try to start the SiteRemote Server service manually (Start -> Run... -> services.msc -> right mouse click on "SiteRemote Server" service -> Start or Restart). Check the error messages are displayed and also check the Windows Event logs again.

#### A. Timeout:

You are shown messages in the event log similar to these:

- **Event ID 7009:** Timeout (30000 milliseconds) waiting for the SiteRemote Server service to connect.
- **Event ID 7000:** The service did not respond to the start or control request in a timely fashion.

Or, you receive "Error 1053: The service did not respond to start or control request in a timely fashion" when manually starting the Service.

**Solution:** You should add a higher value to the Windows registry for the timeout of the Windows services. At "HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control" you must add a DWORD entry with the name "ServicesPipeTimeout" and a decimal value higher than 30,000 (e.g. set it to 300,000). For details about this setting, refer to: <http://support.microsoft.com/kb/922918/en-us>.

Before you proceed, we strongly recommend that you back up your registry and become familiar with the restore process. For more information, see: <http://support.microsoft.com/kb/256986>.

#### B. User rights:

You are shown messages in the event log similar to these:

- **Event ID 7041:** The SiteRemote Server service was unable to log on as .\SITEREMOTE with the currently configured password due to the following error:  
Logon failure: the user has not been granted the requested logon type at this computer

- **Event ID 7000:** The SiteRemote Server service failed to start due to the following error:  
The service did not start due to a logon failure.  
Or, you receive "Error 1069: The service did not start due to a logon failure." when manually starting the Service.

**Solution:** Check if there is a Windows policy setting configured on your system that prevents members of the Users group from starting Windows services. If that is the case, you may want to reassign that right to the Users group or do one of the following.

After creating the local users SITERMOTE and SITEREMOTEADMIN during the installation process of the SiteRemote Server, you can add them to the policy "Log on as a service" ("secpol.msc" or even "gpedit.msc" -> Windows Settings -> Security Settings -> Local Policies -> User Rights Assignment).

If the server is member of a domain or a domain controller, also consider the group policy settings of your domain controller to make the appropriate changes to the user rights.

Also, if you have already assigned this user right, and the user right appears to have been removed, a Group Policy object associated with this node might be removing the right. Check with your domain administrator to find out if this may be the case.

**C. You have created the SITEREMOTE/SITEREMOTEADMIN user accounts before the installation  
You are shown messages in the event log similar to these:**

You are shown messages in the event log similar to these:

• **Event ID 7038:** The SiteRemote Server service was unable to log on as .\SITEREMOTE with the currently configured password due to the following error:  
Logon failure: unknown user name or bad password.

• **Event ID 7000:** The SiteRemote Server service failed to start due to the following error:  
The service did not start due to a logon failure.  
Or, you receive “*Error 1069: The service did not start due to a logon failure.*” when manually starting the Service.

**Solution:** When creating a new installation, make sure that the users SITEREMOTE and SITEREMOTEADMIN do not exist before starting the installation. Otherwise, remove these users first.

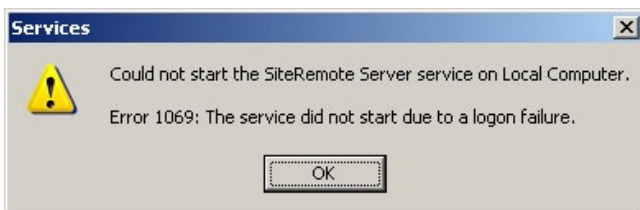
These accounts will and must be created during the SiteRemote installation only.

This does NOT apply to installing a newer SiteRemote Server over an existing older version.

(Also, see general notes about the SITEREMOTE and SITEREMOTEADMIN accounts at the beginning of this article).

**Errors during normal SiteRemote Server runtime:**

**Error 1069: The service did not start due to a logon failure.**



*Could not start the SiteRemote Server service on Local Computer. Error 1069: The service did not start due to a logon failure.*

• **Event ID 7041:** The SiteRemote Server service was unable to log on as .\SITEREMOTE with the currently configured password due to the following error:  
Logon failure: the user has not been granted the requested logon type at this computer.

• **Event ID 7000:** The SiteRemote Server service failed to start due to the following error:  
The service did not start due to a logon failure.

**Solution:** You should check if there is any Windows policy setting configured on your system preventing the user SITEREMOTE from starting the SiteRemote Server service or preventing members of the Users group from starting Windows services.

After creating the local users SITEREMOTE and SITEREMOTEADMIN during the installation process of the SiteRemote Server, you can add them to the policy “Log on as a service” (“secpol.msc” or even “gpedit.msc “-> Windows Settings -> Security Settings -> Local Policies -> User Rights Assignment).

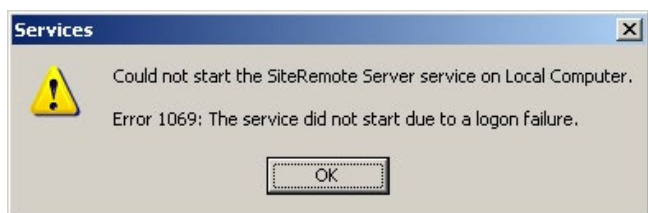
If the server is member of a domain or a domain controller, consider that the domain group policy settings will be made at a domain level and overrules any changes made elsewhere.  
You need to check the group policy settings on your domain controller.

Make sure that at least the local SITEREMOTE account has the right to “log on as a service.”  
Windows Server 2003: <http://technet.microsoft.com/en-us/library/cc739424%28WS.10%29.aspx>  
Windows Server 2008: <http://technet.microsoft.com/en-us/library/cc794944%28WS.10%29.aspx>

Also, if you have already assigned this user right to the service account and the user right appears to be removed, a Group Policy object associated with this node might be removing the right. Check with your domain administrator to find out if this is happening.

If the group policies are managed on a domain controller and you cannot add the local user SITEREMOTE to the “Log on as a service” policy, you might want to consider creating an organizational unit within your domain for the SiteRemote Server that uses different policies.

### Error 1069: The service did not start due to a logon failure.



Could not start the SiteRemote Server service on Local Computer. Error 1069: The service did not start due to a logon failure.

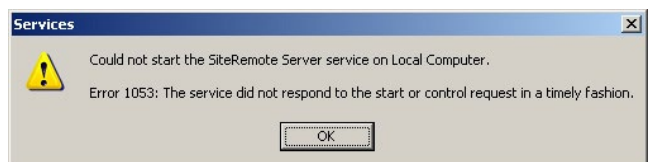
- **Event ID 7038:** The SiteRemote Server service was unable to log on as .\SITEREMOTE with the currently configured password due to the following error: Logon failure: unknown user name or bad password.

- **Event ID 7000:** The SiteRemote Server service failed to start due to the following error: The service did not start due to a logon failure.

**Solution:** Check if someone has changed the password of the SITEREMOTE user outside of the SiteRemote Administration Web Page. If that has happened, please contact support at [support-europe@provisio.com](mailto:support-europe@provisio.com).

Make sure that no one has activated the Windows user option "User must change password at next logon" for the user SITEREMOTE or SITEREMOTEADMIN. Settings must be (default) "User cannot change password" and "Password never expires".

### Error 1053: The service did not respond to start or control request in a timely fashion.



Could not start the SiteRemote Server service on Local Computer. Error 1053: The service did not respond to start or control request in a timely fashion.

- **Event ID 7000:** The SiteRemote Server service failed to start due to the following error: The service did not respond to the start or control request in a timely fashion.

**Solution:** You should add a higher value to the Windows registry for the timeout of the Windows services.

At "HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control" you must add a DWORD entry with the name "ServicesPipeTimeout" and a decimal value higher than 30,000 (e.g. set it to 300,000)

For details about this setting, refer to: <http://support.microsoft.com/kb/922918/en-us>.

Before you proceed, we strongly recommend that you back up your registry and become familiar with the restore process. For more information, see: <http://support.microsoft.com/kb/256986>.

### When using other Web Pages besides SiteRemote in IIS and you get the error:

- **Event ID 1062:** It is not possible to run two different versions of ASP.NET in the same IIS process. Please use the IIS Administration Tool to reconfigure your server to run the application in a separate process.

**Reason:** This can happen when using the IIS with several web pages and assigning different .NET versions to the web pages (using the "DefaultAppPool"). SiteRemote needs .NET 4.

**Solution:** Make sure that all web pages which are using the "DefaultAppPool" are set to .NET4. Or assign separate application pools to each web site - then you do not need to change the .NET version.

## Solve problems when trying to access the SiteRemote Administration web page:

The SiteRemote administration web page ("https://Servername/Administration/" or "https://IP-Address/Administration/" or "https://localhost/Administration/") can only be accessed if your login user is a member of the local Administrators Windows group on the Server where SiteRemote is installed.

When accessing the web page from outside you also need to add the server or domain name before the user name (e.g. "ServerName\Administrator").

The "web.config" of the SiteRemote Administration page does use ASP.NET Windows Authentication. By default all users of the Windows built-in Administrators role can access the administration part.

```
<allow roles="BUILTIN\Administrators"/>
```

On Windows Server 2008 / 2012 you may need to take further actions if you want to provide access for other users beside the preconfigured local Administrator account (you will get the error 401.2 even if your user is member of the local Administrators group).

See:

<http://www.andornot.com/blog/post/How-to-solve-4012-errors-related-to-Windows-Authentication-and-the-BUILTIN5cAdministrators-role-in-IIS-7.aspx>

In case you have problems accessing the SiteRemote Administration settings with additional Administrator users on Windows Server 2008 / 2012 (or even in case you want to provide access for specific Windows users you don't want to add to the local administrators group) you can customize the "web.config" for the SiteRemote Administration page to fit you needs.

Just edit the "web.config" at "...\\PROVISIO\\SiteRemote\\Web.Admin" and add the user(s) you want to grant access to the SiteRemote Administration page manually.

First you should make a backup of the "web.config" file. Then you can open the file with an editor (e.g. Notepad) and search for this section:

```
<authorization>
<allow roles="BUILTIN\Administrators"/>
<deny users="*" />
</authorization>
```

Change it to fit your needs - example:

```
<authorization>
<allow roles="BUILTIN\Administrators"/>
<allow users="WINDOWS_SERVER_NAME_OR_DOMAIN_NAME\
USER_NAME" />
<deny users="*" />
</authorization>
```

## Backup SiteRemote and restore on the same or on another server

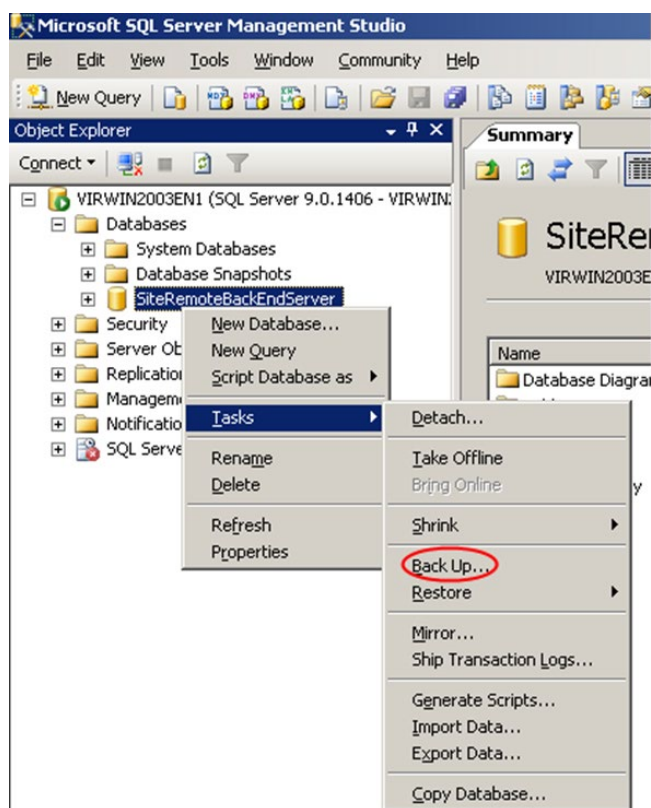
**General Notes:** Please note that you can't restore SiteRemote on another server without requesting a new server license file. This description was made for SiteRemote Servers (default installation) using the SQL Server installed on the same machine.

### BACKUP the old server:

1. Stop the SiteRemote Server service (using services.msc)  
You should keep the service stopped (e.g. by deactivating it) to make sure that the old SiteRemote server does not receive/accept any new data from the terminals.

2. Backup the "SiteRemoteBackEndServer" database (FULL backup) by using the SQL Management Studio:

<http://msdn.microsoft.com/en-us/library/ms187510.aspx>



3. Backup the folder "PROVISIO\SiteRemote\Common" (including subfolders).

This folder contains log and performance data and other terminal files.

If you have enough available hard drive space, you might also want to backup the complete "PROVISIO" folder at "C:\Program Files".

#### - Backup Strings (optional):

In the case that you made individual changes to strings of the SiteRemote server, export the strings, otherwise your changes will be overwritten. You can find the export feature on the strings pages in the administration section of your SiteRemote server. There you can also import your strings again after the update.

#### - General note:

You should backup these data in regular intervals when the server is running.

This makes sure that you have the most current data in case you need to restore your SiteRemote server at any time.

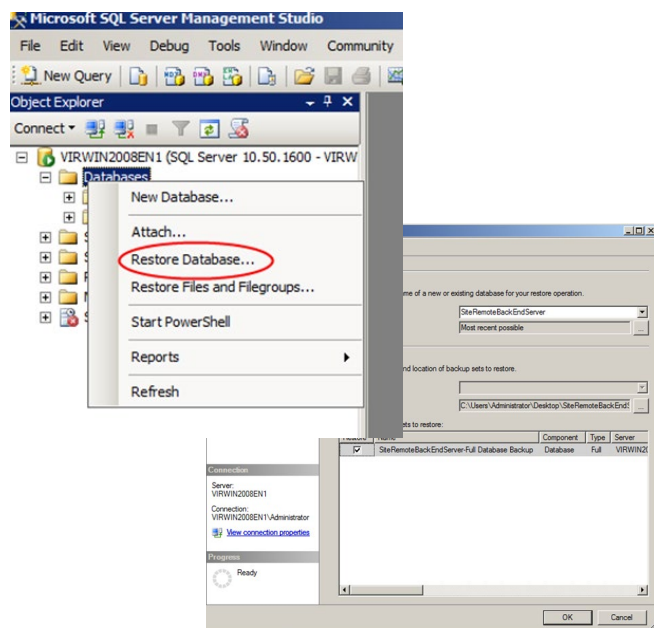
### RESTORE the new server:

1. Make sure using a 32-bit Server system when you have used a 32-bit operating system before.  
Make sure using a 64-bit Server system when you have used a 64-bit operating system before.

Generally make sure that you install the SiteRemote Server application into the same installation folder like on your original server.

2. Restore the "Common" folder (default: "C:\Program Files\PROVISIO\SiteRemote\Common..." resp. "C:\Program Files(x86)\PROVISIO\SiteRemote\Common...")

3. Open the SQL Management Studio and restore the SiteRemote Database (SiteRemoteBackEndServer): <http://msdn.microsoft.com/en-us/library/ms177429.aspx>.



4. Install SiteRemote. First check the system requirements for SiteRemote.

5. When the installation is finished; open the administration webpage of SiteRemote, make sure the server is running and download the new public key.

Also note that the SiteRemote settings have been overwritten with the new SiteRemote default values and need to be configured again.

Then you have to send us the new public key that we can generate a new license.

6. After receiving the license key upload the new license.

#### - General note:

Make sure that the new SiteRemote server is available at the same URL/IP like before.