# Everest Advanced on Windows 2008 Server, including SP1, SP2, and R2 Releases

## Introduction

This document discusses a few configuration changes that are needed in the default setup of Windows Server 2008 SP1, SP2, and R2 operating system components to work smoothly with **Everest Standard Edition**.

Apart from this, this document addresses the issues that may be encountered when Everest Standard Edition is deployed on Windows Server 2008 SPx and R2.

# Configurations

Change the following default configurations in the server to enable Everest Standard Edition to work smoothly on Windows Server 2008:

# Configuration#1 - Enabling Active Server Pages (ASP) in IIS

If the server is used as web server for Everest E-Commerce, then ASP needs to be enabled in IIS. By default, apart from the Web edition of Windows Server 2008, ASP is disabled in IIS.

To enable ASP, follow the steps given below:

- " Open **Programs and features** from **Control Panel**.
- " Click Turn Windows Features on or off.
- Select **Right click Web Server (IIS) role** and click the **Properties** button.
- " Make sure that the Active Server pages option is checked to enable ASP.
- " Click **OK** in all the **open** dialogs to get the change into effect.

Once the installation is completed, IIS is ready to process ASP scripts. (Refer to Figure 1 for details)



#### Figure 1: Enabling Active Server Pages on the Windows 2008 server

### Configuration#2 - Enabling parent path in IIS

In IIS 7.0, the setting for referencing the parent path is disabled. In order to use ... / to reference the parent, change the settings as given below:

- " Open the Internet Information Services management application.
- Right click on the web site (where e-commerce shop is installed) and choose properties.
- In the **Home Directory** tab, click the **Configuration** button.
- ... In the resultant dialog, make sure the **Enable Parent paths** check box is checked.
- " Click **OK** in both the dialogs to get the change into effect.

Refer to Figure 2 and Figure 3 below:

History Information Serv	ices (IIS) Manager			_ 8 ×
COC EVEREST6	5 🕨 Sites 🕨 Default Web Site 🕨			🔁 🖂 🟠 I 💽 🗸
File View Help				
Connections				Actions
😪 - 🗔 🖄 😽				EV Apply
Start Page				Cancel
EVEREST6 (EVEREST6 \Administra	Display: Friendly Names			
· 👔 Application Pools	Behavior			🕑 Help
- 🕞 FTP Sites	Code Page	0		Online Help
Sites	Enable Buffering	True		
🗄 🈔 Default Web Site	Enable Chunked Encoding	True		
	Enable HTML Fallback	True		
	Enable Parent Paths	True	•	
	Limits Properties		N	
	Locale ID	0	43	
	Restart On Config Change	True		
	Compilation			
	Debugging Properties			
	Script Language	VBScript		
	Services			
	Caching Properties			
	Com Plus Properties			
	<ul> <li>Session Properties</li> </ul>			
	Enable Parent Paths Specifies whether an ASP page allows path directory.	hs relative to the current directory (using the\notation) o	or above the current	
	Features View 🚰 Content View			

#### Figure2: ASP Web Site Properties

f Right Click the Web site and select Manage web site and select Advanced Settings

Tinternet Information	I Servi	ces (IIS) Manager				
COC O EVE	REST6	► Sites ► Default Web Si	e ≯			
File View Help						
Connections		C Dofoult Wo	ь c	ita Ham	-	
🔍 - 🗟   🖄 🛛			03		e	
Start Page	in in the second	Group by: Area		-		
Application Pools	i iisu c	ASP.NET				
C FTP Sites		۵		R		<b>A</b>
主 🎨 Default Web Site	3	Explore	1.	NET Profile	.NET Roles	.NET Trust
	-	Edit Permissions				Levels
	-	Add Application	1			
		Add Virtual Directory		Providers	Section State	SMTP E-mail
	-	- Edit Pindings	-	roviders	Session State	SPITT E mai
	_	Eart bindings				
	-	Manage Web Site 🔹 🕨	2	Restart		
		Refresh		Start		
	×	Remove		Stop		Default
		Rename	۲	Browse		Document
		Switch to Content View		Advanced	Settings	- <b>I</b>
					~ J/	
		HTTP ISAPI Filter	s	Logging	MIME Types	Modules

*f* After that make sure **Classic .NET App pool** Is selected instead of **DefaultPool** in **Application Pool section** 

Ξ	(General)	
	Application Pool	Classic .NET AppPool
	Bindings	http:*:80:
	ID	1
	Name	Default Web Site
	Physical Path	%SystemDrive%\inetpub\wwwroot
	Physical Path Credentials	
	Physical Path Credentials Logon Type	ClearText
	Start Automatically	True
Ξ	Behavior	
Ξ	Connection Limits	
	Connection Time-out (seconds)	120
	Maximum Bandwidth (Bytes/second	4294967295
	Maximum Concurrent Connections	4294967295
	Enabled Protocols	http
	Enabled Protocols	http

Figure 3: Application pool Configuration

# Configuration#3 - Enabling Network DTC access

By default, the Microsoft Distributed Transaction Coordinator (MSDTC) is not configured for network access on Windows Server 2008. Enable the MSDTC for network access in **Everest** application and data servers.

#### To configure MS DTC for network access:

" Clcik START. Type dcomcnfg and hit enter

- In the **Component Services** Wizard, expand **Component Services** and double-click **Computers**.
- ... Expand My Computer.
- Expand Distributed Transaction Coordinator. Right click Local DTC and select Properties.
- " Click Security Tab.
- ... In the Security Configuration dialog, check the Network DTC Access box.
- ... Under Client and Administration, click Allow Remote Clients and Allow Remote Administration.
- ... Under Transaction Manager Communication, check Allow Inbound and Allow Outbound.
- ... Select the **No Authentication Required** button.
- ... Check the Enable XA Transactions option.
- Ensure that the **DTC Logon Account** is set to **NT Authority\NetworkService**.
- ... Click **OK**.

Refer to Figure 4 below:

<ul> <li>Network D</li> </ul>	ngs )TC Access			
Client and	- d Administration			
🔽 Allow	Remote Clients	🔽 Allow Rem	ote <u>A</u> dministration	
Transact	ion Manager Commu	inication		
Allow	Inbound	🔽 Allo <u>w</u> Outb	iound	
См	utual Authentication	Required		
C In	coming Caller Auther	ntication Required		
© N	- Authentication Red	uired .		
E Enchi	- Transaction laters	at Drata and (TID) Tran		
	e mansaction miem		sactions	
Z Enable 🛛	. Transactions			
DTC Logon A	ccount			
Acco <u>u</u> nt:		NetworkService	Browse	
<sup>o</sup> a <u>s</u> sword:				
Confirm passw	vord:			

Figure 4: Enabling Network DTC

## Configuration#4 - Enabling Network COM+ access

By default, except for the Web edition of Windows Server 2008, network COM+ access is disabled. Enable the network COM+ access in the server to allow Everest Advanced Application server to be accessed from remote systems.

#### To enable Network COM+, do the following:

- " Open Server manager.
- ... Click Roles , and select Add roles on the right sidebar.
- ... Click Next on the next dialog. Select Application server and click Next.
- ... Click **Next** on the Overview dialog. Make sure that the **COM+ Network access** check box is checked.
- ... Click **Next** and **Install** to put any change into effect. Refer to the Figure 5 below:

Add Roles Wizard		×
Select Server Rol	es	
Before You Begin Server Roles Application Server Role Services Confirmation Progress Results	Select one or more roles to install on this server.         Roles: <ul> <li>Active Directory Certificate Services</li> <li>Active Directory Federation Services</li> <li>Active Directory Federation Services</li> <li>Active Directory Rights Management Services</li> <li>DHCP Server</li> <li>DNS Server</li> <li>Fax Server</li> <li>File Services (Installed)</li> <li>Hyper-V</li> <li>Network Policy and Access Services</li> <li>Print Services</li> <li>UDDI Services</li> <li>Windows Deployment Services</li> <li>Windows Server Update Services</li> <li>Windows Server roles</li> </ul> More about server roles	Description:         Application Server provides central management and hosting of high-performance distributed business applications such as those built with Enterprise Services and .NET Framework 3.0.         Framework 3.0.

Figure 5: Enabling Network COM+

# **Common Technical Issues**

This section contains information about common technical issues related to working with Everest advanced edition on Windows 2008 server.

# Issue#1 - Unable to save from most of the Everest profiles

#### **SYMPTOMS**

Saving of most of the profiles fail with following error message:

"Unable to save given Data"

The following error message will appear in svrerr.log file (which is the **Everest** server error log file that is available in Windows TEMP folder)

"New transaction cannot enlist in the specified transaction coordinator"

The same error may appear in E-Commerce also while creating new customers or creating documents.

#### CAUSE

This typically happens when Distributed Transaction Coordinator or DTC (which is used by **Everest** to maintain data integrity during save process) on **Everest** application server and **Everest** database server fail to communicate with each other. The common reasons for this to happen are:

- **1** Network DTC is not enabled
- 2 Application server is not able to reach database server using NETBIOS name
- **3** Bug with DTC in windows 2008 servers when application and database servers are in different domains (See [1] under "References" section below).
- 4 Firewall exists between application and database server

#### RESOLUTION

Follow the steps provided below to avoid the error:

- 1 Open Programs and features from Control Panel.
- 2 Click Turn Windows Features on or off.

# 3 Unfold **Roles**. Select **Application server**. On the right pane select **Remove Role Services**. Click **Next** on the following Dialog

4 In Distributed Transactions section Uncheck the Incoming and Outgoing Remote Transactions options.



- 5 Click Next till process completes.
- 6 Click Next to complete the installation.
- 7 Repeat steps 1 to 3.
- 8 In Distributed Transactions section Check the Incoming and Outgoing Remote Transactions options.
- 9 Click Next
- 10 Click Next to complete the installation.

**NOTE:** These steps must be completed on both the Application Server and the Database Server.

- **11** After installing, restart both the servers and set the Distributed Transaction Coordinator Service Startup type to automatic and start the service (Service is stopped and changed to "manual" startup mode after executing above command).
- 12 If the application and data servers exist in different subnets or domain, then both systems should be able to reach each other with the NETBIOS name in the network. If both systems are not able to ping each other with the NETBIOS name (assuming that ping is enabled between two systems), then enter the IP address and NETBIOS name of the data server in the LMHOSTS file in the application server machine and vice versa. The LMHOSTS file will be present in WINDOWS\system32\drivers\etc folder. After the restart, both servers or purge and preload the remote cache name table with the following command from the command prompt:

#### nbtstat -R

**13** If application and data server machines are present in different subnet or domain, then DTC in application server and data server cannot authenticate each other due to a bug in DTC in Windows Server 2008. Then the RPC security needs to be turned off in data server to get the distributed transactions working.

To resolve this problem, turn off the Remote Procedure Call (RPC) security by setting the DWORD value for the TurnOffRpcSecurity registry value to 1. Start Registry Editor (Regedt32.exe), and then set the value of the HKLM\software\microsoft\msdtc\TurnOffRpcSecurity registry key to 1.

After the registry changes, restart the Distributed Transaction Coordinator service.

14 If the firewall exists between application server and database server, apart from the above-mentioned steps, open the required ports for SQL server, RPC and DCOM in the servers, which are behind the firewall. For example, Open port 1433 for SQL server, 135 for RPC and 4000-4020 for DCOM and configure the DCOM to work on 4000-4020 series.

# Issue#2 - HTTP 500 - Internal server error shown in some of the pages in E-Commerce

#### SYMPTOM

"HTTP 500 - Internal server error" displayed on accessing some of the pages in E-Commerce shops

#### CAUSE

This issue may arise when in IIS referencing parent path is disabled.

#### RESOLUTION

Please refer to the configurations section (Configuration#2) for details.

### Issue#3 - Shop Administrator fails to register a shop

#### SYMPTOM

Shop administrator fails to register a shop in a new website created in IIS.

#### CAUSE

This happens as shop administrator fails to store the address of the new website in ESHOPADMIN.mdb database.

#### RESOLUTION

This is confirmed as a bug in Shop Administrator and resolved in Everest Advanced 2.0 R740 hotfix 10 onwards. After installing hotfix 10, run the UpdateEshop.exe application present in the eCommerce\Shop Administrator folder. Provide the path for ESHOPADMIN.mdb file, which will be present in the eCommerce\Shop Administrator folder. The application will make necessary changes to ESHOPADMIN database for registering shops in the new website.

#### References

[1] http://support.microsoft.com/?id=827805

# Configuring Windows 2008 Server SP1, SP2 and R2

Following changes are required in the scenarios where, Application and/or Database servers are Windows 2008 with SP1, SP2 and R2.

#### Scenario: 1

Client, Application server same DOMAIN (irrespective of the location of database server)

Do the following changes for Windows 2008 SP1, SP2 and R2 based on Application server:

Include all domain users, who login to workstations and use Everest, as part of the Distributed COM Users local group of the application server

For example, let us assume that **Everest** is installed on a Windows 2008 SP1, SP2 and R2 server say, **E-APP-SERVER** that is part of domain, say ACCEL. All the **Everest** workstations are also installed on the same domain (ACCEL). Now, if a user with domain login name SMITH logs into his workstation and wants to work on **Everest** by connecting to application server installed on E-APP-SERVER, to get **Everest** working for him, the domain user ACCEL\SMITH should be part of **Distributed COM Users** local group of the E-APP-SERVER

One can access **Distributed COM Users** group from the **Computer Management** MMC snap-in.

To add a user as a part of Distributed COM Users group, do the following:

- 1 Open Start menu. Select Administrative Tools -> Computer management.
- 2 From the left pane, expand the Local Users and Groups tree view and select Groups.



3 From the right pane, select **Distributed COM Users**. You will see the **Distributed COM Users Properties** dialog box.

Distributed COM U	Isers Properties	? ×
General		
Distribu	ited COM Users	
Description:	Members are allowed to launch, activate and us Distributed COM objects on this machine.	e
Members:	N	
	r3	
Add	Remove Changes to a user's group mem are not effective until the next ti user logs on.	pership me the
	OK Cancel Apply	Help

4 Click the Add button to add the new user to the Distributed COM Users group.

#### Scenario: 2

#### Client and Application server are part of a DOMAIN

Database server is setup on a WORKGROUP

Changes mentioned in the scenario 1 and the following changes need to be done.

Do the following Changes to database server's MSDTC Security Configuration:

- ... Expand the Component Services explorer and select the node labeled My Computer.
- ... Expand My Computer.
- Expand Distributed Transaction Coordinator. Right click Local DTC and select Properties.
- " Click Security Tab.

Under Security Configuration, ensure to:

- ... Check Network DTC Access under Security Settings.
- Check Allow Inbound and Allow Outbound, and select No Authentication Required under Transaction Manager Communication.
- ... Check Enable XA Transactions.

#### Scenario: 3

#### Client is part of a DOMAIN

#### Database server and Application server are setup on a WORKGROUP

For **Everest** to work properly with this configuration we need to make sure that, in the "COM Security" section of the server (with Windows 2008 SP1,SP2 and R2), security assignments shown in the table below have been configured:

To access the COM Security, do the following:

- From the Start menu, Select Administrative tools > Component Services.
- Expand the **Component Services** explorer and select the node labeled **My Computer**.
- ... Right click the My Computer node and select Properties.
- ... Choose the **COM Security** tab in the **Property** dialog.
- Click the Edit Limits... and Edit Defaults... buttons on both Access Permissions and Launch and Activation Permissions section.

Users	Permissions			
	Access Pe	rmission	Launch and Activ	ation Permissions
	Edit Limits	Edit Defaults	Edit Limits	Edit Defaults
Everyone	Local Access		Local Launch	
	Remote Access		Local Activation	
Anonymous	Local Access	Local Access	Local Launch	
Logon	Remote Access	Remote Access	Remote Launch	
			Local Activation	
			Remote Activation	
Self		Local Access		
		Remote Access		
System		Local Access		Local Launch
				Remote Launch
				Local Activation
				Remote Activation
Interactive				Local Launch
				Remote Launch
				Local Activation
				Remote Activation

Note that, most of these assignments are done by default after applying SP1 and R2. The only thing that had be done during testing was to add **Anonymous Logon** to **Edit Limits** of **Launch and Activation Permissions** and assign all the four permissions. Also, there will be other users like Administrator, DCOM users, ISS related user appearing in these permissions. They are not relevant to the scenario described above.

Refer to the Windows Server TechCenter website for the latest information on best practices for permissions and user rights.

#### Scenario: 4

Client and Database server are part of a DOMAIN

Application server is setup on a WORKGROUP

To get **Everest** working in this scenario, need to do changes mentioned above in both Scenario 1 and 2. (i.e., to both MSDCT Security and COM Security)

# Common Technical Issues Windows 2008 Server SP1,SP2 and R2

## Issue #1 - Application server does not exist

#### The Server(s) having multiple Network cards

Setup Imhost on the client to point to server with the local IP.

#### How to setup host?

- " Go to <OS Drive>:\windows (WINNT)\system32\drivers\etc.
- " Open LmHosts file and add the IP and the server name against it.
- " Save the file.
- ... Go to Command Prompt and type **nbtstat –R**.

#### Identity not set for Everest Components

- ... Open Components Services from Control Panel > Administrative Tools.
- Expand the Component Services Tree and go to Computers > My Computer > COM+ Applications > EVEREST and EVEREST REPORTS.
- ... Right click on **EVEREST/EVEREST REPORTS** and open the **Properties** window > **Identity** tab.
- Click on the **This User** radio button and select the **Domain administrator/Server Administrator** (in case of a workgroup) and enter the password and save the properties.

Advance	d Í	Dump	Pooling	& Recycling
General	Security	Identity	Activation	Queuing
his applicatio	on will run un	der the following a	account.	
Account				
O System.	Account:	The summities		
U Inte	nacuve user	<ul> <li>The current log;</li> </ul>	gea on user	
O Loo	al Service -	Built-in service ac	count.	
C Net acc	twork Servic cess	e - Built-in service	account with n	etwork
O Loo	al System - (	Complete access	to local machine	9
This use	er:			
User:		EVEREST6\Adn	ninistrator	Browse
Password	l:	•••••	••••	
Confirm p	assword:	•••••	••••	
		,		
Serve	r application	s cannot run und	er system servic	e accounts.
eam more ah	out eatting t	hasa propartica		
can nore au	iour <u>setting t</u>	nese properties.		

#### Incorrect DCOM Configurations

- ... Open Components Services from **Control Panel > Administrative Tools**.
- Expand the Component Services Tree and go to **Computers > My Computer**.
- ... Check Enable Distributed COM on this computer in the Default Properties (Right click >Properties) tab.

- Configure the COM Security settings based on the details provided in the HOW DO I CONFIGURE WIN 2008 SP1,SP2 and R2 section.

My Computer Prope	rties		? ×			
Default Protocol General	s COM Sec Options	curity   Default F	MSDTC			
Enable Distribute	Enable Distributed COM on this computer					
Enable COM Inte	emet Services on this co	mputer				
Default Distributed	COM Communication Pr	roperties				
The Authentication	n Level specifies security	at the packet le	vel.			
None	cation Level:	<b>•</b>				
,						
The impersonation who is calling then	level specifies whether , and whether the applic	applications can cation can do ope	determine erations			
using the client's in	Jentity.					
Default Impersor	nation Level:	<b>•</b>				
Security for referer and that the defau	nce tracking can be prov It impersonation level is r	rided if authentica not anonymous.	ation is used			
Provide add	itional security for referen	nce tracking				
Learn more about <u>se</u>	tting these properties.					
	01/	<b>C</b> 1				

#### TLBs not registered properly

This issue can be identified from the Client Error log if the error recorded is 'Interface not supported'

In this case, the TLBs need to be registered. For this, open Registry Editor (REGEDIT from the Start Run), go to **HKEY\_CURRENT\_USER** > **Software** > **iCode** > **Everest** and delete the **Current Version** key and go to **HKEY\_CURRENT\_USER** > **Software** > **iCode** > **Everest Advanced** and delete the **Current Version** key and run **Everest**.

#### Access Denied error in the Client Error log

This could be due to an authentication issue on the Application Sever. This happens when the Application Server is on a different domain or workgroup. To fix this, setup the eProxy on the client.

#### How to setup eProxy?

- ... Go to **Everest > Client > Utilities** folder.
- ... Run the **eProxyUtility.Exe** utility.
- ... Enter Application Server name in the **Server Name** field.
- " Everest Admin password is **admin**.
- Path for eProxy table should be the **Everest\Client** folder.

EP roxy U	tility ? 🔀		
1	Select the database server to which your system data is connected.		
	Server Name		
	INS-TSSMSDN72		
	Everest Administrator Password		
	****		
Ē	Specify the path where your EProxy.dat file exists. Click on OK button to Add/Modify EProxy entries. Enter the <u>Path of EProxy table</u>		
	<u>OK</u> <u>Cancel</u> <u>H</u> elp		

Click **OK** to open the eProxy browser.

...

EProxy Browser		
Options Help		
Drag a column header here to group b		
SERVER	DOMAIN	USERNAME PASSWORD
<u> </u>		
		Ok Cancel

" Right click and select **New** (Ctrl+N).

- ... Enter the Application Server Name in the **Server** field.
- ... Enter the Domain/Workgroup name in the **Domain** field.
- Enter Administrator in the User Name field and enter the Administrator password, and click OK to save.

EProxy Pro	ofile 🛛 💽 🔀
1	Specify the Server Name/IP Address, Domain to which it belongs to, UserName and Password.
	Server
	INS-TSSMSDN72
	Enter the Domain
	ICODE
	Enter <u>U</u> ser Name
	ADMINISTRATOR
	Enter <u>P</u> assword
	Retype Password
	*****
	<u>O</u> K <u>Cancel</u> <u>H</u> elp

... Click **Cancel** in the **eProxy Utility** dialog to close the same.

#### Mismatch in MDAC version between the client(s) and the server

MDAC version 2.6 or above should be installed on the Server(s) and Client(s).

#### MDAC not registered properly

Register msado26.tlb from <OS Folder>:\program files\Common Files\System\ado

# Issue #2 - Not a valid Everest Database Server

**Database Administrator (sa) password wrongly updated** in the Global\_System\_Preferences table in the Everest\_System database. A related entry is found in the Error Log. User Everest\Client\Utilities\ ChangeLoginPassword.exe to update the correct sa password in **Everest**.

This could happen if someone changes the sa password through **SQL Server Management** utility instead of using the **Everest ChangeLoginPassword** utility. Instruct the users only to use **Everest** utility to change the sa password.

Change Login Password 🛛 ? 🔀				
	Specify SQL Server User and enter new User nan Server Name	name and passw he and new passw	ord to connect ord.	
	]		•	
	Options Change SQL Serve	r User name/Passv	word	
	C Change Everest Da	itabase User name	e/Password	
	Change Everest Sy	stem Password		
	Old <u>U</u> ser Name			
- v) -	Old Password			
	New User Name			
	New Password			
	Retype the New Passw	ord		
	ОК	Cancel	Help	

User EVEREST\_SYS does not exist Database Server.

Create EVEREST\_SYS user by following the below mentioned steps:

- " Open Enterprise Manager.
- Expand the **Server** node and go to **Security** > **Logins**.
- ... Right click the **Logins** field and select **New Login**.

- ... Enter EVEREST\_SYS in the Name field.
- ... Click the SQL Server Authentication Radio Button and enter 5536782 in the Password field.
- ... Select EVEREST\_SYSTEM in the Database field.
- " Click OK.
- ... Confirm Password dialog will popup and enter 5536782 in the Confirm New password field.
- " Click OK to save.

#### EVEREST\_SYS not the owner of EVEREST\_SYSTEM database

- ... Detach EVEREST\_SYSTEM database.
- ... Attach the database with **EVEREST\_SYS** as the owner.

#### SQL Server Agent not started

... Start the Agent either from Services or from the SQL Server Service Manager.

Similar issues could come up if SQL Server Client Network is not configured properly.

- ... Type **CLICONFG** in **Start > Run**.
- Enabled protocols should be in the below mentioned order.

💂 SQL Server Client Network Utility			×
General Alias DB-Library Options Disa <u>b</u> led protocols: NWLink IFX/SFX AppleT alk Banyan VINES VIA	Network Libraries	E <u>n</u> abled protocols by order: Named Pipes TCP/IP Multiprotocol	
<ul> <li>Force protocol encryption</li> <li>Enable shared memory protocol</li> </ul>	ОК	▲     Properties       Cancel     Apply	

# Issue #3 - Unable to Print/Preview from Server

The issue is related to the new security setting introduced in Windows XP SP2, Widows 2008 SP1 and R2 and 2008 series. This is related to increasing the security level with **Data Execution Prevention** (DEP) option. Note that, this increase in security does not happen by default. While one installs SP2 for Windows XP or SP1 and R2 for Windows 2008, typically the option will be set to one, which is compatible for our reports (All Crystal reports which use UFL, in general) to work. Not sure how the settings were changed in certain customer servers.

Do the following to fix the issue:

- " Select Properties of My Computer by right clicking My Computer shortcut.
- ... On the Advanced (Advanced system settings in 2008) tab, under Performance, click Settings.
- On the Data Execution Prevention tab click the Turn on DEP for essential Windows programs and services only option (See figure below).
- " Click **OK** two times.
- " Restart the server.

em Propert	ies		2 🗙	Performance Options	
System Restore Automatic Updates		Remote	Visual Effects Advanced Data Execution Pre-	vention	
General	Computer Name	Hardware	Advanced		200
ou must be log <sup>p</sup> erformance	gged on as an Administra	ator to make most of	these changes.	Data Execution Prevention (DEP) h against damage from viruses and o threats. How does it work?	elps protect ther security
/isual effects,	processor scheduling, m	nemory usage, and v	riitual memory	Turn on DEP for essential Windows program	ns and services
			Settings	Turn on DEP for all programs and services e select:	except those I
Jser Profiles					
Desktop settin	gs related to your logon				
		ſ			
		L	Settings		
Startup and Re	ecovery				
System startup	), system failure, and deb	bugging information			
		[	Settings		
	Environment Var	iables Error	Reporting	Add	Remove
	-				
		Cancel			
1	0			OK Canc	el Ar

Note that, we are still not completely sure as why DEP is preventing to execute Crystal Reports when the security level is increased. We are trying to figure that out. However, at first glance it issue looks like not specific to **Everest**. Looks more likely to do with the way Crystal Reports works when used defined function libraries are used. You can find the similar issue reported while using some Crystal Services as part of Microsoft CRM software in the following link:

# Issue #4 – HASP Driver doesn't work with SBS and SP1,SP2 and R2

An error appears, stating it cannot find the HASP key, when trying to input the multiple company registration codes. There is a setting in SBS2008 SP1 and R2 called **Data Execution Prevention**. This feature interferes with the HASP detection and must be disabled.

- ... Go to **My Computer**, right click, and select **Properties**.
- ... Go to **Advanced** tab.
- ... Click Settings under Startup and Recovery.
- ... Under System Startup, a command line option for /NoExecute=AlwaysOff must exist.
- " Restart the server.

System Proper	ties ? 🗙
General Advance	d Computer Name Hardware PLE COM
	Startup and Recovery 🔗 🗙
You must be	
Performanc	System startup
Visual effec	Default operating system:
	("Windows Server 2003, Standard" /fastdetect /NoExecute=Alwa
	🔽 Time to display list of operating systems: 30 芸 seconds
User Profile	Time to display recovery options when needed: 30 = seconds
Desktop se	To edit the startup options file manually, click Edit.
	System failure
- Charlen and	Write an event to the system log
Startup and	Send an administrative alert
Jystein star	✓ Automatically restart
	Write debugging information
	Kernel memory dump
	Dump file:
	%SystemRoot%\MEMORY.DMP
1	OK Cancel
1	

# Configuring Windows 2008 Server SP2

# PFProProxy COM Object Configuration

For **Everest** Credit Card processing to work properly with PayFlowPro, do the following changes for PFProProxy COM:

- From the Start menu, select Administrative tools > Component Services.
- ... Expand the **Component Services** explorer and select the node labeled **My Computer** in the left navigation panel.
- From My Computer, expand the tree view option to DCOM Config and select PFProProxy Object.



Note: If you get any warning message, Select No for all.

- " Right click PFProProxy Object and select Properties
- In the Properties dialog, select the Securities tab. Select the Customize option under Launch and Activation Permissions and click the Edit button. On the resultant dialog click Add button and add Everyone user to the Groups and names list. Select Allow for all the options under Permissions for Everyone list.

PFProProxy Object Properties
General Location Security Endpoints Identity
Launch and Activation Permissions     Use Default     Customize     Edit
Access Permissions C Use Default C Customize Edit
Configuration Permissions C Use Default C Customize Edit
OK Cancel Apply

- ... Repeat the same step for the **Access Permissions** and the **Configuration Permissions** tabs.
- In the **Identity** tab of the **Properties** dialog, select **This user** option and enter credentials for a user with local administrative rights.
- ... Click **Ok** or **Apply** to apply the changes you made.

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