

Introduction au diagnostic de MOSS 2007

Code Session : COL222

Niveau Intermédiaire 200

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Agenda

- ▶ Introduction aux techniques de diagnostic
- ▶ Problématique de diagnostic appliqué à un environnement MOSS 2007
- ▶ Outils à disposition
- ▶ Retour sur quelques problématiques MOSS 2007

Architecture de démo



Active Directory
techdays09dc01



Serveur MOSS et SQL
techdays09moss1



Station de travail
techdays09vista

Agenda

- ▶ Introduction aux techniques de diagnostic
- ▶ Problématique de diagnostic appliqué à un environnement MOSS 2007
- ▶ Outils à disposition
- ▶ Retour sur quelques problématiques MOSS 2007

Introduction aux techniques de diagnostic

– Rappel de bonnes pratiques

- ▶ **Projet MOSS :**
 - ▶ 80% de réflexion
 - ▶ 10% d'architecture
 - ▶ 10% de tests et d'implémentation
- ▶ **Différents environnements disponibles**
 - ▶ Développement
 - ▶ Test/Validation
 - ▶ Pré production
 - ▶ Production
- ▶ **Tester, tester, tester**
- ▶ **Rester 'basique'**
- ▶ **Documenter**

Introduction aux techniques de diagnostic

- ▶ Compréhension du problème rencontré
 - ▶ Description
 - ▶ Définition du contexte
 - ▶ Impact
- ▶ Isolation du problème
- ▶ Définition des attentes
- ▶ Résolution

Agenda

- ▶ Introduction aux techniques de diagnostic
- ▶ **Problématique de diagnostic appliqué à un environnement MOSS 2007**
 - ▶ Multiplicité des intervenants
- ▶ Outils à disposition
- ▶ Retour sur quelques problématiques MOSS 2007

Problématique de diagnostic appliquée à MOSS 2007

Multiplicité des intervenants

- ▶ Poste client
- ▶ Réseau et firewall
- ▶ Serveur web
 - ▶ IIS
 - ▶ SharePoint
- ▶ Serveur SQL
- ▶ Annuaire Active Directory / service d'authentification
- ▶ Développement

Agenda

- ▶ Introduction aux techniques de diagnostic
- ▶ Problématique de diagnostic appliqué à un environnement MOSS 2007
- ▶ **Outils à disposition**
 - ▶ Navigateur
 - ▶ Journalisation de SharePoint et IIS
 - ▶ Network Monitor
 - ▶ Process Monitor
 - ▶ Fiddler
- ▶ Retour sur quelques problématiques MOSS 2007

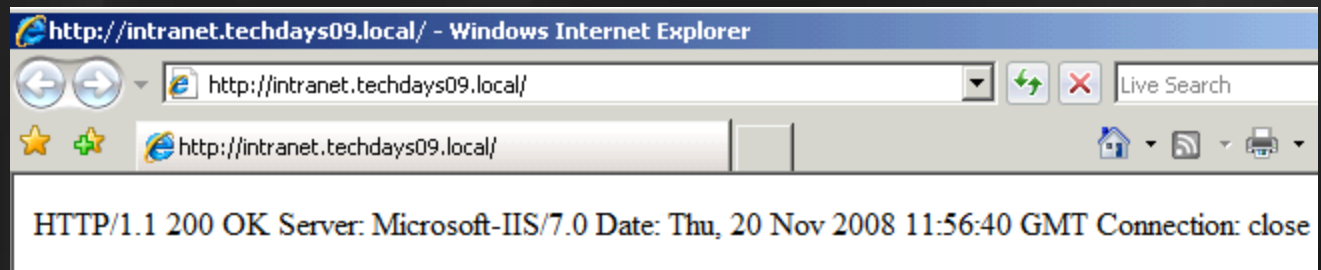
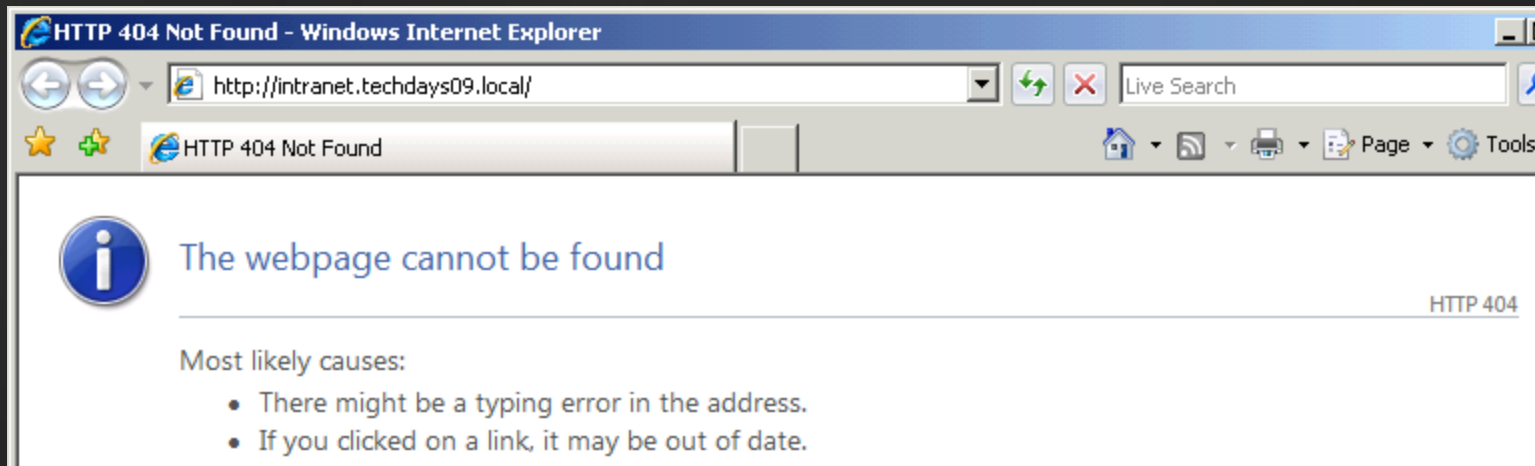
Outils à disposition

Navigateur

- ▶ Page d'erreur
 - ▶ Erreur renvoyée par IIS
 - ▶ Erreur renvoyée par SharePoint
- ▶ Désactivation de la fonction d'affichage
Show friendly HTTP error message

Outils à disposition

Navigateur



Diagnostic de MOSS

Utilisation du navigateur

demo

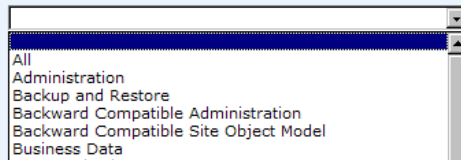
Outils à disposition

Journalisation de SharePoint

- ▶ Enregistrement dans journal d'événements Windows
- ▶ Enregistrement dans le fichier de log

Central Administration > Operations > Diagnostic Logging

Diagnostic Logging

Customer Experience Improvement Program <p>The Customer Experience Improvement Program is designed to improve the quality, reliability, and performance of Microsoft Products and Technologies. With your permission, anonymous information about your server will be sent to Microsoft to help us improve SharePoint Products and Technologies.</p>	Sign up for the Customer Experience Improvement Program <input checked="" type="radio"/> Yes, I am willing to participate anonymously in the Customer Experience Improvement Program (Recommended). <input type="radio"/> No, I don't wish to participate.
Error Reports <p>Error reports are created when your system encounters hardware or software problems. Microsoft and its partners actively use these reports to improve the reliability of your software.</p> <p>Before enabling these, click here to review the privacy and server impact information.</p>	Error reporting <input checked="" type="radio"/> Collect error reports. <input checked="" type="checkbox"/> Periodically download a file that can help identify system problems. <input checked="" type="checkbox"/> Change this computer's error collection policy to silently send all reports. This changes the computer's error reporting behavior to automatically send reports to Microsoft without prompting users when they log on. <input type="radio"/> Ignore errors and don't collect information.
Event Throttling <p>Use these settings to control the severity of events captured in the Windows event log and the trace logs. As the severity decreases, the number of events logged will increase.</p> <p>You can change the settings for any single category, or for all categories. Updating all categories will lose the changes to individual categories.</p>	Select a category 

Outils à disposition

Journalisation de SharePoint

▶ Recommandations

▶ Production

- ▶ Pas de génération de fichier de log
- ▶ Enregistrement des événements dans le journal Windows

▶ Test/Intégration

- ▶ Génération de fichier de log
- ▶ Enregistrement

▶ Déployer les *Infrastructure Updates*

▶ WSS

<http://www.microsoft.com/downloads/details.aspx?FamilyId=256CE3C3-6A42-4953-8E1B-E0BF27FD465B>

▶ MOSS

<http://www.microsoft.com/downloads/details.aspx?FamilyId=3811C371-0E83-47C8-976B-0B7F26A3B3C4&displaylang=en>

Diagnostic de MOSS Journalisation de SharePoint demo

Outils à disposition

- ▶ Network Monitor
 - ▶ Analyse du trafic réseau
 - ▶ Utilisation en cas de:
 - ▶ Difficulté d'accès (déconnexion, problèmes d'authentification...)
 - ▶ Problème d'accès « back end » (bases SQL)
 - ▶ Problème d'utilisation de certaines fonctionnalités (WebDAV)

Outils à disposition

The screenshot displays the Microsoft Network Monitor 3.2 interface. The main window is titled "Microsoft Network Monitor 3.2" and features a menu bar (File, Edit, View, Frames, Capture, Filter, Tools, Help) and a toolbar with options like "New Capture", "Open Capture", "Save As", "Start", "Pause", "Stop", "Find", "Options", and "How Do I".

The interface is divided into several panes:

- Network Conversations:** A tree view on the left showing traffic sources like "My Traffic" (containing <Unknown>, svchost.exe (1132), iexplore.exe (1468)) and "Other Traffic".
- Display Filter:** A pane on the right with a search bar and buttons for "History", "Verify", "Apply", and "Remove". It currently shows "<No Active Filter>".
- Frame Summary:** A table listing network frames with columns for "Destination", "Protocol Name", and "Description". The selected frame (Frame 116) is an HTTP response with a status code of 401.
- Frame Details:** A pane at the bottom left showing the structure of the selected frame, including Ethernet II, IPv4, and Hypertext Transfer Protocol (HTTP) details.
- Hex Details:** A pane at the bottom right showing the raw hexadecimal data of the selected frame, with a "Decode As" dropdown and "Columns" and "Prot Off" settings.

Destination	Protocol Name	Description
s09mosssrv01...	HTTP	HTTP:Request, GET /
92.168.100.30	HTTP	HTTP:Response, HTTP/1.1, Status Code = 401, URL: /, Using Basic Authentication
s09mosssrv01...	HTTP	HTTP:Request, GET /, Using NTLM Authorization
92.168.100.30	HTTP	HTTP:Response, HTTP/1.1, Status Code = 401, URL: /, Using NTLM Authentication
s09mosssrv01...	HTTP	HTTP:Request, GET /, Using NTLM Authorization
92.168.100.30	HTTP	HTTP:Response, HTTP/1.1, Status Code = 302, URL: /
s09mosssrv01...	HTTP	HTTP:Request, GET /Pages/Default.aspx
92.168.100.30	HTTP	HTTP:Response, HTTP/1.1, Status Code = 200, URL: /Pages/Default.aspx
s09mosssrv01...	HTTP	HTTP:Request, GET /_layouts/1033/styles/controls.css
92.168.100.30	HTTP	HTTP:Response, HTTP/1.1, Status Code = 200, URL: /_layouts/1033/styles/controls.css
s09mosssrv01...	HTTP	HTTP:Request, GET /_layouts/1033/styles/HtmlEditorTableFormats.css, Using NTLM Authorization
92.168.100.30	HTTP	HTTP:Response, HTTP/1.1, Status Code = 401, URL: /_layouts/1033/styles/HtmlEditorTableFormats.css, Using NTLM Au.
s09mosssrv01...	HTTP	HTTP:Request, GET /_layouts/1033/styles/HtmlEditorTableFormats.css, Using NTLM Authorization
92.168.100.30	HTTP	HTTP:Response, HTTP/1.1, Status Code = 200, URL: /_layouts/1033/styles/HtmlEditorTableFormats.css
s09mosssrv01...	HTTP	HTTP:Request, GET /_layouts/1033/init.js, Using NTLM Authorization
92.168.100.30	HTTP	HTTP:Response, HTTP/1.1, Status Code = 401, URL: /_layouts/1033/init.js, Using NTLM Authentication
s09mosssrv01...	HTTP	HTTP:Request, GET /_layouts/1033/init.js, Using NTLM Authorization
92.168.100.30	HTTP	HTTP:Response, HTTP/1.1, Status Code = 200, URL: /_layouts/1033/init.js

Frame Details:

- Frame: Number = 116, Captured Frame Length =
- Ethernet: Etype = Internet IP (IPv4), Destinat
- Ipv4: Src = 192.168.100.50, Dest = 192.168.100.30
- Tcp: Flags=...&P..., SrcPort=HTTP (80), DstPort=
- Http: Response, HTTP/1.1, Status Code = 401,

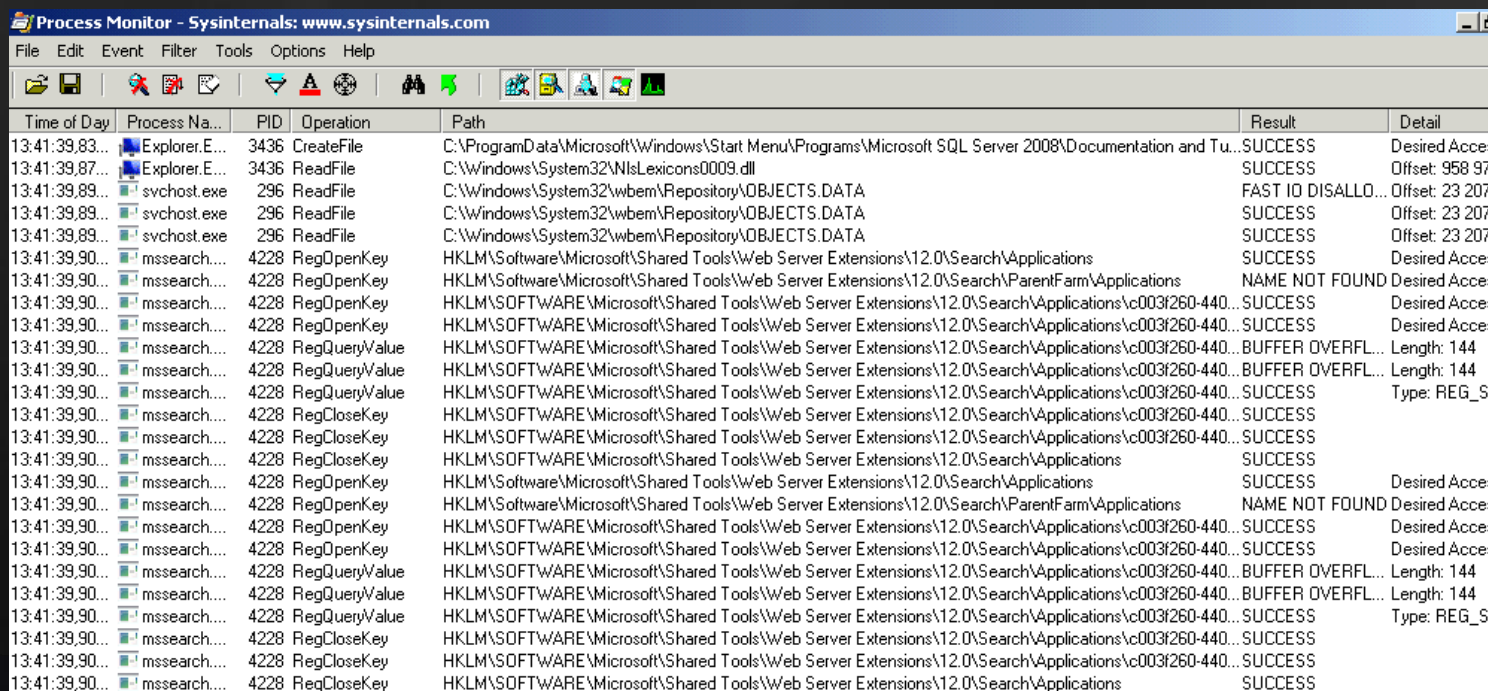
Hex Details:

Offset	Hex	ASCII
0000	00 15 5D AA AA 10 00 ..]	..]
0007	15 5D AA AA 0F 08 00 ..]	..]
000E	45 00 03 AF 2B A6 40 E..	E..
0015	00 80 06 82 01 C0 A8
001C	64 32 C0 A8 64 1E 00 d2	d2
0023	50 C2 33 64 0E E5 2D P	P

Diagnostic de MOSS Network Monitor demo

Outils à disposition

- ▶ Process Monitor
- ▶ Analyse des accès aux ressources
- ▶ Détection des erreurs (chemins d'accès), des accès non autorisés...



Process Monitor - Sysinternals: www.sysinternals.com

Time of Day	Process Name	PID	Operation	Path	Result	Detail
13:41:39.83...	Explorer.E...	3436	CreateFile	C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Microsoft SQL Server 2008\Documentation and Tu...	SUCCESS	Desired Acces...
13:41:39.87...	Explorer.E...	3436	ReadFile	C:\Windows\System32\WlsLexicons0009.dll	SUCCESS	Offset: 958 97...
13:41:39.89...	svchost.exe	296	ReadFile	C:\Windows\System32\wbem\Repository\OBJECTS.DATA	FAST IO DISALLO...	Offset: 23 207...
13:41:39.89...	svchost.exe	296	ReadFile	C:\Windows\System32\wbem\Repository\OBJECTS.DATA	SUCCESS	Offset: 23 207...
13:41:39.89...	svchost.exe	296	ReadFile	C:\Windows\System32\wbem\Repository\OBJECTS.DATA	SUCCESS	Offset: 23 207...
13:41:39.90...	mssearch...	4228	RegOpenKey	HKLM\Software\Microsoft\Shared Tools\Web Server Extensions\12.0\Search\Applications	SUCCESS	Desired Acces...
13:41:39.90...	mssearch...	4228	RegOpenKey	HKLM\Software\Microsoft\Shared Tools\Web Server Extensions\12.0\Search\ParentFarm\Applications	NAME NOT FOUND	Desired Acces...
13:41:39.90...	mssearch...	4228	RegOpenKey	HKLM\SOFTWARE\Microsoft\Shared Tools\Web Server Extensions\12.0\Search\Applications\c003f260-440...	SUCCESS	Desired Acces...
13:41:39.90...	mssearch...	4228	RegOpenKey	HKLM\SOFTWARE\Microsoft\Shared Tools\Web Server Extensions\12.0\Search\Applications\c003f260-440...	SUCCESS	Desired Acces...
13:41:39.90...	mssearch...	4228	RegQueryValue	HKLM\SOFTWARE\Microsoft\Shared Tools\Web Server Extensions\12.0\Search\Applications\c003f260-440...	BUFFER OVERFL...	Length: 144...
13:41:39.90...	mssearch...	4228	RegQueryValue	HKLM\SOFTWARE\Microsoft\Shared Tools\Web Server Extensions\12.0\Search\Applications\c003f260-440...	BUFFER OVERFL...	Length: 144...
13:41:39.90...	mssearch...	4228	RegQueryValue	HKLM\SOFTWARE\Microsoft\Shared Tools\Web Server Extensions\12.0\Search\Applications\c003f260-440...	SUCCESS	Type: REG_S...
13:41:39.90...	mssearch...	4228	RegCloseKey	HKLM\SOFTWARE\Microsoft\Shared Tools\Web Server Extensions\12.0\Search\Applications\c003f260-440...	SUCCESS	
13:41:39.90...	mssearch...	4228	RegCloseKey	HKLM\SOFTWARE\Microsoft\Shared Tools\Web Server Extensions\12.0\Search\Applications\c003f260-440...	SUCCESS	
13:41:39.90...	mssearch...	4228	RegCloseKey	HKLM\SOFTWARE\Microsoft\Shared Tools\Web Server Extensions\12.0\Search\Applications	SUCCESS	
13:41:39.90...	mssearch...	4228	RegOpenKey	HKLM\Software\Microsoft\Shared Tools\Web Server Extensions\12.0\Search\Applications	SUCCESS	Desired Acces...
13:41:39.90...	mssearch...	4228	RegOpenKey	HKLM\Software\Microsoft\Shared Tools\Web Server Extensions\12.0\Search\ParentFarm\Applications	NAME NOT FOUND	Desired Acces...
13:41:39.90...	mssearch...	4228	RegOpenKey	HKLM\SOFTWARE\Microsoft\Shared Tools\Web Server Extensions\12.0\Search\Applications\c003f260-440...	SUCCESS	Desired Acces...
13:41:39.90...	mssearch...	4228	RegOpenKey	HKLM\SOFTWARE\Microsoft\Shared Tools\Web Server Extensions\12.0\Search\Applications\c003f260-440...	SUCCESS	Desired Acces...
13:41:39.90...	mssearch...	4228	RegQueryValue	HKLM\SOFTWARE\Microsoft\Shared Tools\Web Server Extensions\12.0\Search\Applications\c003f260-440...	BUFFER OVERFL...	Length: 144...
13:41:39.90...	mssearch...	4228	RegQueryValue	HKLM\SOFTWARE\Microsoft\Shared Tools\Web Server Extensions\12.0\Search\Applications\c003f260-440...	BUFFER OVERFL...	Length: 144...
13:41:39.90...	mssearch...	4228	RegQueryValue	HKLM\SOFTWARE\Microsoft\Shared Tools\Web Server Extensions\12.0\Search\Applications\c003f260-440...	SUCCESS	Type: REG_S...
13:41:39.90...	mssearch...	4228	RegCloseKey	HKLM\SOFTWARE\Microsoft\Shared Tools\Web Server Extensions\12.0\Search\Applications\c003f260-440...	SUCCESS	
13:41:39.90...	mssearch...	4228	RegCloseKey	HKLM\SOFTWARE\Microsoft\Shared Tools\Web Server Extensions\12.0\Search\Applications\c003f260-440...	SUCCESS	
13:41:39.90...	mssearch...	4228	RegCloseKey	HKLM\SOFTWARE\Microsoft\Shared Tools\Web Server Extensions\12.0\Search\Applications	SUCCESS	

Diagnostic de MOSS Process Monitor demo

Outils à disposition

- ▶ Fiddler
- ▶ Outil de debug web

The screenshot displays the Fiddler - HTTP Debugging Proxy interface. The main window is titled "Fiddler - HTTP Debugging Proxy" and contains a menu bar (File, Edit, Rules, Tools, View, Help) and a toolbar with icons for Statistics, Inspectors, AutoResponder, Request Builder, Filters, and Timeline. The central pane is divided into two sections: "Web Sessions" and "Inspectors".

The "Web Sessions" table lists the following data:

#	Result	Protocol	Host	URL
0	401	HTTP	intranet.techdays0...	/
1	401	HTTP	intranet.techdays0...	/
2	302	HTTP	intranet.techdays0...	/
3	200	HTTP	intranet.techdays0...	/Pages/Default.aspx
4	200	HTTP	intranet.techdays0...	/_layouts/1033/styles
5	401	HTTP	intranet.techdays0...	/_layouts/1033/styles
6	401	HTTP	intranet.techdays0...	/_layouts/1033/styles
7	401	HTTP	intranet.techdays0...	/_layouts/1033/init.js
8	401	HTTP	intranet.techdays0...	/_layouts/1033/styles
9	200	HTTP	intranet.techdays0...	/_layouts/1033/styles
10	200	HTTP	intranet.techdays0...	/_layouts/1033/styles
11	401	HTTP	intranet.techdays0...	/_layouts/1033/styles
12	200	HTTP	intranet.techdays0...	/_layouts/1033/styles
13	401	HTTP	intranet.techdays0...	/_layouts/1033/init.js
14	200	HTTP	intranet.techdays0...	/_layouts/1033/init.js
15	200	HTTP	intranet.techdays0...	/_layouts/1033/core.js
16	200	HTTP	intranet.techdays0...	/_layouts/portal.js?re
17	200	HTTP	intranet.techdays0...	/_layouts/1033/ie55u
18	200	HTTP	intranet.techdays0...	/_layouts/1033/searc
19	200	HTTP	intranet.techdays0...	/_layouts/1033/Editin
20	200	HTTP	intranet.techdays0...	/WebResource.axd?d
21	200	HTTP	intranet.techdays0...	/WebResource.axd?d
22	200	HTTP	intranet.techdays0...	/_layouts/images/bla

The "Inspectors" pane on the right displays the following performance statistics:

Request Count: 1
Bytes Sent: 551
Bytes Received: 20 521

ACTUAL PERFORMANCE

Requests started at: 14:30:10:5126
Responses completed at: 14:30:48:7382
Total sequence time: 00:00:38.2255896

RESPONSE CODES

HTTP/200: 1

RESPONSE BYTES (by Content-Type)

~headers: 845
text/html: 19 676

ESTIMATED WORLDWIDE PERFORMANCE

The following are VERY rough estimates of download times when hitting servers based in WA, USA.

US West Coast (Modem - 6KB/sec)

Round trip cost: 0,10s
Elapsed Time: 3,10s

Japan / Northern Europe (Modem)

Round trip cost: 0,15s
Elapsed Time: 3,15s

Diagnostic de MOSS Fiddler demo

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- ▶ Outils à disposition
- ▶ **Retour sur quelques problématiques MOSS 2007**
 - ▶ Erreur 500
 - ▶ Intégration Office
 - ▶ Problème de recherche (stockage des fichiers d'index)

Conclusion

- ▶ Utilisation d'environnements dédiés
- ▶ Tester et valider avant mise en production
- ▶ Documenter toute modification
 - ▶ Maintenir une base de connaissance
- ▶ Suivre les bonnes pratiques et recommandations Microsoft
- ▶ Rester 'basique'
- ▶ Mise en œuvre étape par étape

Ressources

- ▶ White Paper 'Troubleshooting SharePoint Explorer View Issues':
<http://www.microsoft.com/Downloads/details.aspx?familyid=C523AC7A-5724-48BE-B973-641E805588F4&displaylang=en>
- ▶ HTTP Status code
 - ▶ <http://www.w3.org/Protocols/rfc2616/rfc2616-sec10.html>
- ▶ Outils
 - ▶ Fiddler: <http://www.fiddlertool.com/>
 - ▶ NetWork Monitor 3.2:
<http://www.microsoft.com/downloads/details.aspx?FamilyID=f4db40af-1e08-4a21-a26b-ec2f4dc4190d&DisplayLang=en>
 - ▶ Sysinternals: <http://technet.microsoft.com/en-us/sysinternals/bb545027.aspx>

Questions / Réponses

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