

***Because of the various configurations that can be found on machines running Windows operating systems, and especially because of some known issues with the Windows platform, Windows Vista and Windows 2008, the following items will help you prepare for a successful installation, as well as troubleshoot most problems during and after installation.***

**As a rule of thumb, you must always start your machine after you uninstall Rommana before you can install it again.**

## **Before Installing Rommana:**

**1. Always restart the server:** If you uninstalled Rommana, and plan on installing it again, you have to restart the server before re-installing, or the setup will not function correctly.

**2. Server Name:** Make sure the server name does not contain “\_”. If the server name contains “\_”, you will need to change the server name. If you don’t want to change the machine name, you can access Rommana using the server’s IP address.

**3. IIS:** Make sure IIS is installed on the machine where Rommana will be installed. If you have IIS installed, you should be able to manage it from Control Panel → Administrative Tools → Internet Information Services or Control Panel → Add/Remove Programs → Add/Remove Windows Components → check the IIS box. If IIS is not installed on your machine, please consult one of the following resources to install IIS:

<http://www.microsoft.com/resources/documentation/windows/xp/all/proddocs/en-us/iiiisin2.msp?mfr=true>

<http://www.microsoft.com/technet/prodtechnol/WindowsServer2003/Library/IIS/750d3137-462c-491d-b6c7-5f370d7f26cd.msp?mfr=true>

<http://learn.iis.net/page.aspx/28/install-iis-7-on-windows-vista-and-windows-7/>

<http://learn.iis.net/page.aspx/334/install-and-configure-iis-7-on-server-core/>

<http://ezinearticles.com/?Guide---How-To-Install-IIS-on-Windows-XP-SP2-Without-CD&id=416853>

<http://apdubey.blogspot.com/2009/03/install-iis-in-windows-xp-without.html>

**4. UAC:** If you are installing Rommana on Windows Vista or Windows 2008, you need to make sure that User Access Control (UAC) is turned off to allow Rommana installation to run a batch file that is needed to complete the installation. If UAC is turned on, Rommana installation will display a message asking you to run the batch file manually, which you can run after that message is displayed, or after the setup finishes successfully. This file is located at “<[Installation Directory](#)>\Bin\Rommana.bat”. You should right-click it and select “Run As Administrator”. Once you run the file, installation will be completed. If you turn UAC off, make sure you turn it back on after installation.

To turn off UAC

- 1) Click Start, and then click Control Panel.
- 2) In Control Panel, click User Accounts.
- 3) In the User Accounts window, click User Accounts.
- 4) In the User Accounts tasks window, click Turn User Account Control on or off.
- 5) If UAC is currently configured in Admin Approval Mode, the User Account Control message appears. Click Continue.
- 6) Clear the Use User Account Control (UAC) to help protect your computer check box, and then click OK.
- 7) Click Restart Now to apply the change right away, or click Restart Later and close the User Accounts tasks window.

**5. Static Contents:** If you are installing Rommana on Windows Vista or Windows 2008, you need to make sure that Static Contents option is enabled. Otherwise, static contents in Rommana will not display correctly. To enable Static Contents, follow the following steps:

- a. Open the Control Panel -> Administrative Tools -> Server Manager. This will open a new window.
- b. Click on “Roles” found in the left navigation panel.
- c. Click on “Add Role Services” link, found in the content panel on the right side. A popup will be opened.

- d. Make sure “Static Content” node is checked in the “Role Services” tree under the “Common HTTP Features” node, which is under the “Web Server” node.

**6. IIS ports:** The Rommana installer will always try to install Rommana on the default website on your server. If there is another website, other than the default website already installed on port 80, you need to change the IIS configuration to make Rommana accessible. You can change the default website port number, or change the hostname of the default website. You can do this through the following steps:

- 1) Navigate to Control Panel -> Administrative Tools. Open Internet Information Services, which will open a new window.
- 2) Open the Websites node in the left navigation tree. Select Default Website now and right click it. Then click on Properties.
- 3) If you want to change the default website’s port number, change the value of “TCP Port” field.
- 4) If you want to add a hostname, click on Advanced. A popup will be opened where you can manage the default website’s hostnames.

## **While Installing Rommana:**

### **1. Error 27506. Error executing SQL script install.sql.**

This issue occurs because the database files (Rommana.mdf and Rommana\_log.ldf ) already exist on the remote server, so they cannot be re-created. The administrator installing Rommana must make sure that Rommana.mdf and Rommana\_log.ldf don’t exist at any of the following locations:

- Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data
- Program Files\Microsoft SQL Server\MSSQL.2\MSSQL\Data
- Program Files (x86)\Microsoft SQL Server\MSSQL.1\MSSQL\Data
- Program Files (x86)\Microsoft SQL Server\MSSQL.2\MSSQL\Data

### **2. Error 27519. Error updating XML file web.config**

This error occurs when the web.config file already exists from a previous installation.

*You could follow these steps to fix this issue:*

1. Navigate to the IIS folder, usually located at c:\inetpub\wwwroot.

2. Delete "Rommana" folder.
3. Try running the setup again.

## After Installing Rommana:

**1. Launching Rommana:** After Installing Rommana, you will find a Rommana shortcut on your desktop, and another one in the installation directory chosen during setup (Default: <Windows Directory>\Program Files\Rommana Software).

### 2. Logging in the First Time

After installation is complete, the end screen gives you the URL where you can access Rommana using the super user login (User Name: superuser and password: superuser1). You need to login the first time as a super user using this user name and password. You can create other user accounts.

### 3. When trying to login, Rommana goes back to login page without giving any error.

This happens when the machine name has an underscore '\_' in it. This can be avoided by accessing the application through: "<IP address>/Rommana/Default.htm", or "localhost/Rommana/default.htm". However, the localhost can only be accessed locally on the server.

You may also change the server name to remove the underscore, but the shortcut will not be modified. You'll have to modify it yourself.

### 4. HTTP Error 500.19 – Internal Server Error

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

This error happens when trying to access Rommana installed on Windows Vista 64 bits. The reason is that *some Windows features related to IIS are not enabled*. *To enable these features, follow the following steps:*

1. Navigate to the Control Panel >> Uninstall a Program >> Turn Windows Features On and Off
2. In the window that opens, navigate to Internet Information Services → World Wide Web Services >> Application Development Features. Then make sure all the items under this node are clicked except CGI. If CGI was already checked, don't uncheck it.

## 5. Sorry, an Error occurred in this page in Windows Vista and Windows 2008:

*This error happens when trying to launch Rommana installed on Windows Vista or Windows 2008. This means the license wasn't properly registered. To fix that, we followed these steps:*

1. Navigate to the Rommana installation directory (the one chosen during the setup, located at Program Files (x86)\Rommana Software or Program Files\Rommana Software by default).
2. Open the Bin folder, then right-click Rommana.bat file and select "Run As Administrator". If that option is not available, then just double click the file to run it.
3. Restart the machine and re-try running the application.
4. After running the batch file, if you still face problems with the license component, then please restart IIS (Start → Run → iisreset).

## 6. Compiler Error Message: CS0016: Could not write to output file c:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\Temporary ASP.NET Files\rommana\7514436\xxxxx.dll. – "Access Denied"

If you get this error while trying to launch Rommana, this is due to some permission setting in Temp folder. To solve it,

1. Go to %Systemroot%, normally C:\WINDOWS or C:\WINNT
2. Right-click the Temporary folder, C:\WINDOWS\Temp and select Sharing and Security. Select the Security tab and take a look at the list of "Group or user names:"
3. NETWORK SERVICE should be in the list. If it is not, click Add and type Network Service in the text box:
4. Make sure NETWORK SERVICE have Full Control in the Permissions list.
5. Click OK.
6. Restart IIS (Run iisreset)
7. Try to Launch Rommana again

## Before Using Rommana:

Before you start using Rommana, we strongly suggest you listen to the pre-recorded short tutorial in the order listed on the Rommana web site at <http://www.rommanasoftware.com/tutorials.php>, in particular the Quick Start, User Interface, and the Rommana Methodology tutorials to help you get started.

## While Using Rommana

### 1. I do not receive any email notifications from Rommana

Rommana uses an email server (SMTP) to send out email regarding password changes and many other activities by project team. During installation, Rommana asks you if you wish to use the Rommana default email server or you wish to use your own email server in which case you are prompted to enter information for the email server you wish to use.

If you chose to use Rommana's default email server, depending on the ISP of your internet connection, the default email server may not relay messages fired by Rommana. To solve this problem, you will need to log into Rommana as Superuser, select "Edit Email Server" from the left menu, and select "New Settings" from the top menu. You will be required to enter the information for the email server you wish to use.

If after using your email server you still do not receive email notifications from Rommana, you will need to address this with your system admin.