

SentryOne Document Troubleshooting

Last Modified on 10 November 2020

Remote Agents

Trouble installing remote agents

If you are having trouble installing the SentryOne Document Remote Agent, enter the following command in the command prompt:

```
C:\Users\Downloads>SentryOne.Document.Installer.msi /1*v Installer.log
```

This command creates a log file at the installer.log location. Proceed through the installation process, and once you reach an error, send the log file to support.sentryone.com for further assistance with your installation.

Remote agent log files

The **general log file** (used during the startup and initialization of remote agents):

```
%ProgramData%\SentryOne\SentryOneDocumentRemoteAgentLog.log
```

The **main log file**, which is specific to the installed remote agent (friendly/service instance name):

```
%ProgramData%\SentryOne\SentryOneDocumentRemoteAgentLog_{Remote Agent Name}.log
```

Software (On-Premises)

Log File

A log file for SentryOne Document Software can be found under the installation directory:

```
\SentryOne.Document.Web.API\App_Data\SentryOne.Document.Web.API.log
```

Logging Level

Logging is set to record any error by default. If you want your log to record more detailed data, you can change the configuration file to debug mode. To adjust the config file, go to:

```
C:\Program Files (x86)\SentryOne\SentryOne Document Remote Agent\SentryOne.Document.RemoteAgent.exe.config
```

Note: This is the config file for all remote agents.

Data Storage

⚠ Important: The following data stores contain data that is important to the functioning of SentryOne Document Software.

SQL Server

After the initial installation, the database is empty. The schema itself is created dynamically, as needed.

File System

Some content is stored to disk in the following location:

```
%ProgramData%\SentryOne\Document\_blobStorage\
```

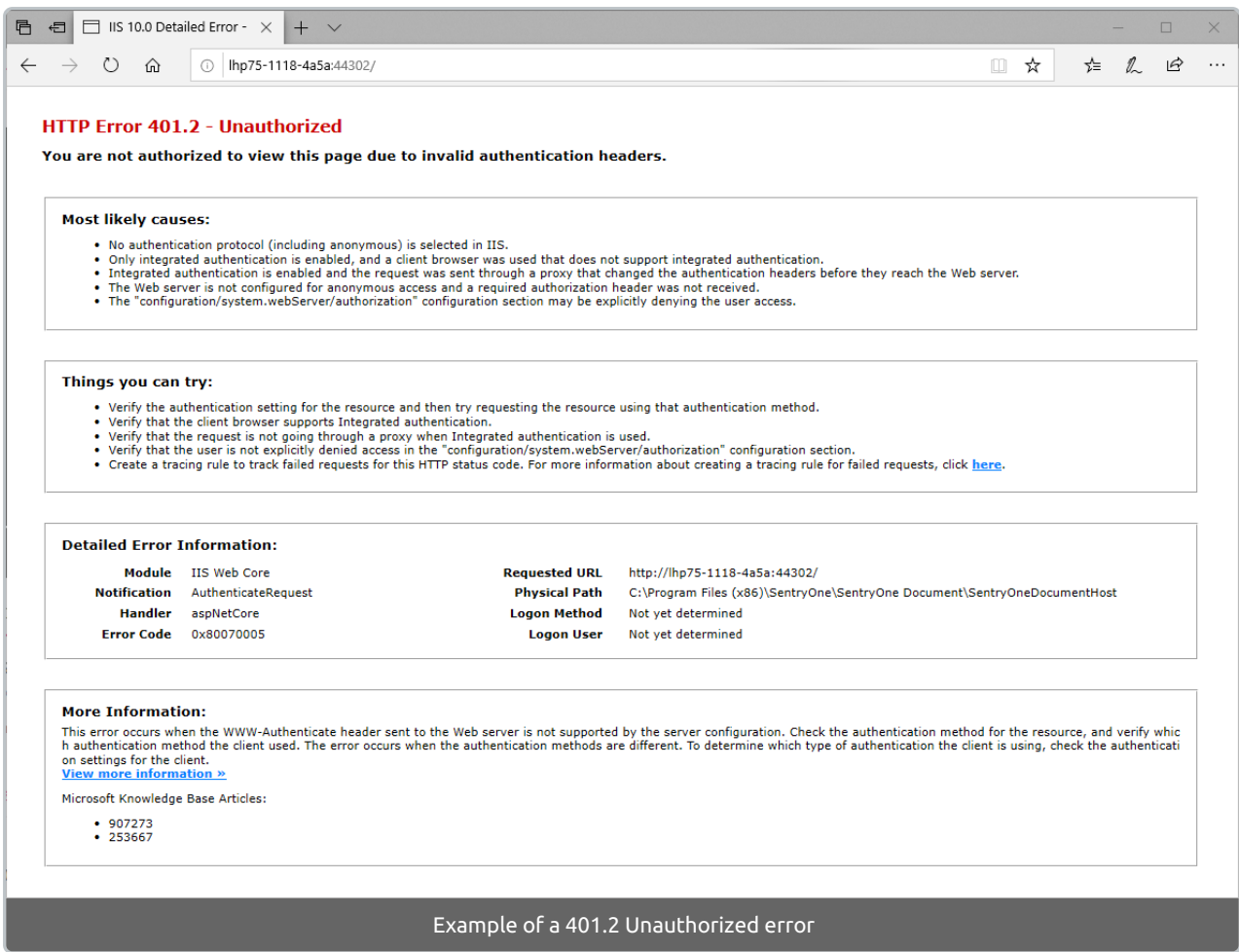
📌 Note: Full read and write access to this location will be required by the account under which the site is running in IIS.

HTTP Error 401.2 - Unauthorized

You are not authorized to view this page due to invalid authentication headers.

Most likely causes:

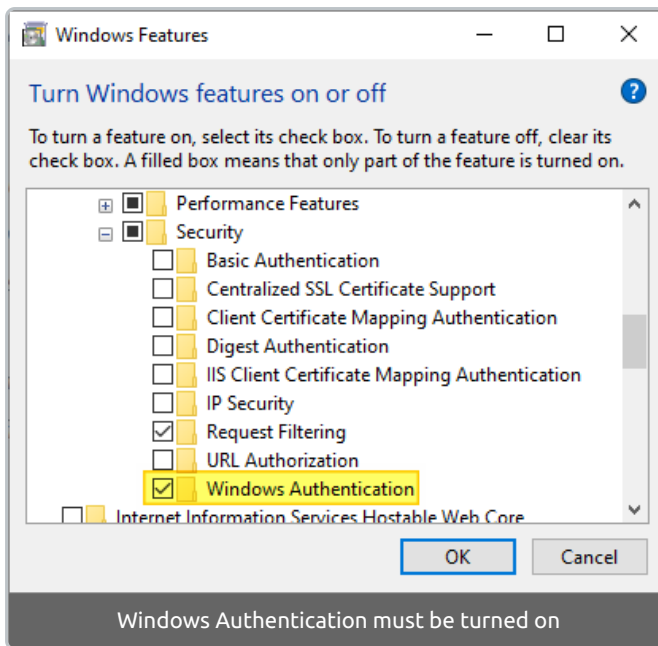
- *No authentication protocol (including anonymous) is selected in IIS.*
- *Only integrated authentication is enabled, and a client browser was used that does not support integrated authentication.*
- *Integrated authentication is enabled and the request was sent through a proxy that changed the authentication headers before they reach the Web server.*
- *The Web server is not configured for anonymous access and a required authorization header was not received.*
- *The "configuration/system.webServer/authorization" configuration section may be explicitly denying the user access.*



What we've seen this mean:

This error has shown up when the **Windows Authentication** feature for **IIS** has been turned off or disabled. **Windows Authentication** is a requirement for the self-hosted version of SentryOne Document. There are some examples below, but always check with the official Microsoft documentation for up-to-date information on these features and settings.

Step 1. Ensure that Windows Authentication is *turned on* under Windows Features:



Step 2. Ensure that **Windows Authentication** is *enabled* for the **SentryOne Document API** and **SentryOne Document Host** Sites in **Internet Information Services (IIS) Manager**.

