



TIFF Server Troubleshooting Guide

Version 1.0.1 August 2006

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1 INTRODUCTION

This brief guide is intended to summarize the most common configuration issues that can affect the operation of TIFF Server and TIFF Pilot versions 1.x and 2.x.

2 INSTALLATION PROBLEMS

2.1 Problem : Installation fails with “Invalid Parameter : 1”

This can occur if terminal services is used to install the product. The problem does not occur if the product is installed directly on the console.

2.2 Problem : A message indicates that Installation cannot continue because version 1.1 of the .Net framework is not installed.

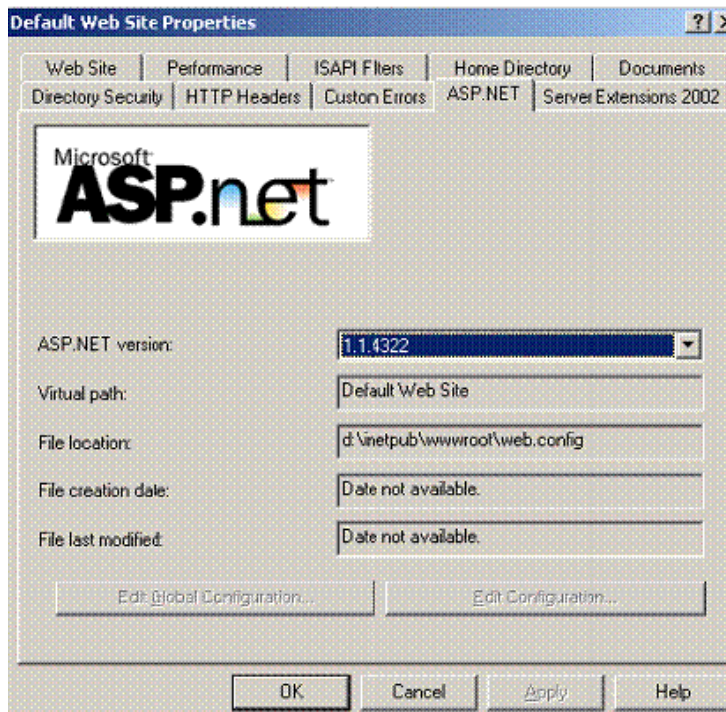
Version 1.1 of the .Net framework can be obtained from here : here :

<http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=262D25E3-F589-4842-8157-034D1E7CF3A3>

3 PROBLEMS WITH PDF GENERATION AND PRINTING

3.1 Problem : When trying to generate a PDF a message is given :Server Error in '/tiffserver' Application. Object reference not set to an instance of an object.

This could occur in versions prior to 2.05 if version 1.1 of the .Net framework was not being used. The solution is to either install version 2.05 or later (from <http://www.aquaforest.com/files/TIFFServer20.zip>) or to configure the IIS web site to use version 1.1 (see below)



3.2 Problem : PDF Generation just opens a blank window, Printing does not work.

Possible Cause #1 : CGI configuration in IIS does not allow tiffpilot.exe to run. This can be verified by trying to run tiffpilot.exe directly eg <http://server/tiffserver/tiffpilot.exe> - if allowed to run a message such as the following will be shown :

Aquaforest Tiff Pilot Version 2.01
Installation : \\?\d:\inetpub\wwwroot\tiffserver\tiffpilot.exe
Temporary Directory : D:\WINDOWS\TEMP
Trial License
For further information : <http://www.aquaforest.com>

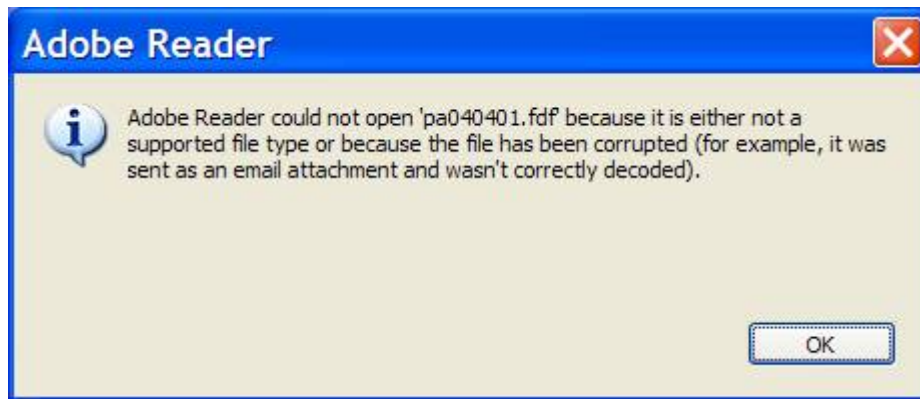
If not allowed, a message such as “Page Not Found” may be displayed.

Section 3.4 of the reference guide describes the configuration required.

Possible Cause #2 : Same as 3.3 below

3.3 Problem PDF Generation or Printing gives “Adobe Reader could not open”

An example is shown below :

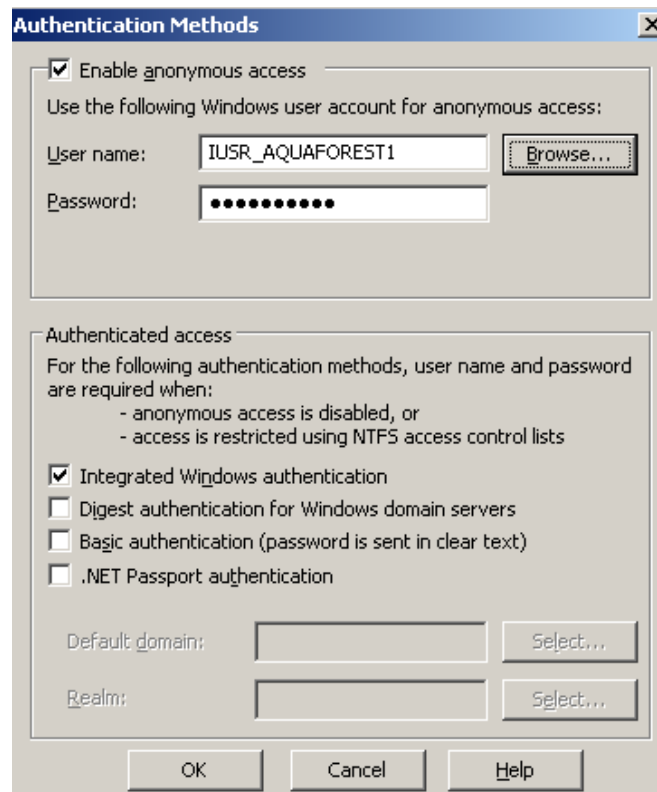


This can occur with versions of Adobe Reader prior to 7.0, and after the June 2006 Microsoft security update. We advise upgrading to Adobe Reader 7.0.

4 PROBLEMS DISPLAYING IMAGES

4.1 Problem : Local files can be accessed, but files on a remote shared filesystem cannot be accessed.

By default pages will run as the IUSR_.... account which generally doesn't have permission to do a lot, so in IIS on the security setting page for the TIFF Server virtual directory, set the permission to anonymous, and set a suitably privileged user id to be used (instead of IUSR_...)



5 TIFF SERVER 1.x ISSUES (ALSO APPLIES TO CGI USE IN TIFF SERVER 2.x)

TIFF Server 1.x only supported a CGI interface for image viewing. TIFF Server 2.0 can still be configured to use CGI for image viewing.

Firstly, CGI configuration issues (see 3.2) can commonly be an issue when running with IIS 6 under Windows 2003. Equally, access to remote files can be subject to security problems

To help diagnose the issue it is helpful to run through a series of tests which should provide more detail. The most common issues are IIS security settings on aquatiff.exe and aquatiffpdf.exe, or possibly a missing system DLL ;

Test 1 : <http://server/tiffserver/aquatiff.exe> or <http://server/tiffserver/aquatiffpdf.exe>

If either gives “Page Not Found”, look at CGI configuration as per section 3.4 of the 2.x reference guide.

Test 2 : [http://server/tiffserver/aquatiff.exe?FN=\[Path to Local TIFF File\]](http://server/tiffserver/aquatiff.exe?FN=[Path to Local TIFF File]) or
[http://server/tiffserver/aquatiff.exe?FN=\[Path to Shared Folder TIFF File\]](http://server/tiffserver/aquatiff.exe?FN=[Path to Shared Folder TIFF File])

If returns with afPageCount=-3 then this indicates that the file cannot be opened – most likely due to a security issue, see section 4.1 above. If afPageCount=-4 the compression scheme is not supported. A positive value for afPageCount with the correct page count indicates that the file can be read.

Test 3 : Run aquatiff.exe from the command line [See if there are any errors regarding missing DLLs]

6 ACCESSING IMAGES STORED IN MICROSOFT SHAREPOINT

It is possible for TIFF Server or TIFF Pilot to be used to display images stored within Microsoft Sharepoint. However, as sharepoint stores the images in SQL Server, you would need to set up TIFF Pilot to retrieve images from SQL Server and the Sharepoint tables rather than passing a URL – see section 4 of the ref guide for more info.

The database table should be set to to “docs” which is where sharepoint stores all the documents, and used “guid” as the key. Hence it would be required to perform a lookup on the docs table to find the guid. You should find documentation regarding the docs table in the sharepoint documentation.

7 COMPRESSION SCHEMES

Inability to display a particular image could be due to the compression scheme not being supported.

Here is a matrix of the supported compression schemes

	Group 4	Group 3	RLE	LZW	Type 6 JPEG	Uncompressed (bitonal)
TIFF Server 2.x .Net	Y	Y	Y	Y	N	Y
TIFF Server 2.x CGI	Y	Y	Y	N	Y	Y
TIFF Server 1.x	Y	Y	Y	N	Y	Y