

How to run ScanFlowStore on Small Business Server 2008/2011

By default, the ScanFlowStore client cannot be used on the scan devices, because “503 Service unavailable” or “500.19 Internal Server Error” error appears. The main problem is that Small Business Server (SBS) 2008/2011 is a 64-bit operating system containing an Exchange server, and the 32-bit ScanFlowStore application tries to run in this environment. More precisely the Internet Information Services (IIS) of the SBS server is preconfigured for the 64-bit Exchange, so the web application components (“QEip” and “QWebListener”) of ScanFlowStore cannot work in this environment.

Anyway this is a general problem and other 32-bit web applications also cannot run on SBS 2008/2011 without a trick described here.

A step-by-step description included here to be able to run ScanFlowStore application on SBS 2008/2011.

1. See the problem without a scan device

The problem can be reproduced and investigated without a scan device, which is an easier and faster way.

1. Open **IIS Manager**.
2. Make sure the “**ScanFlowStore**” application pool is running.
3. Try to use the ScanFlowStore related web application.
 - a. Select the “**QEip**” web application under the “**Default Web Site**” node.
 - b. Select the “**Browse *:80 (http)**” item in the “**Actions**” pane.
 - c. The default Internet browser (Internet Explorer by default) is started and an error message appears (“503 Service unavailable” or “500.19 Internal Server Error”).

2. Change the IIS settings

It is recommended that the following steps are done by a system administrator, who is familiar with IIS.

2.1. Terminate the ScanFlowStore web application

1. Stop all ScanFlowStore services (Listener and Processor) and close the ScanFlowStore Administration Tool.
2. Stop the “**ScanFlowStore**” application pool in **IIS Manager**.
3. Remove the “**QEip**” web application from the “**Default Web Site**”.
4. Remove the “**QWebListener**” web application from the “**Default Web Site**”.

2.2. Create a new web site for ScanFlowStore

1. Create a new web site in **IIS Manager** with the following parameters:
“**Site name**” can be “**ScanFlowStore**”. Note: This name can be anything, but “ScanFlowStore” will be used in this document.
The selected application pool should be “**ScanFlowStore**”.
Set the “**Physical path**” to the “<**Installation folder of ScanFlowStore**>”.
Change the port number to an unused one. Note: In this document port 550 is used.
2. Change some settings of the new web site.
 - a. Anonymous authentication should be enabled only.
 - b. Disable the default documents.
3. Create a new “**QEip**” web application.
 - a. Expand the newly created “**ScanFlowStore**” web site and right click on the “**QEip**” folder.
 - b. Select the “**Convert to Application**” option and press “**OK**” on the “**Add Application**” dialog.
 - c. The application pool should be “**ScanFlowStore**”.
 - d. Disable directory browsing for the new “**QEip**” web application.
 - e. Make sure that the default document option is enabled and contains “Default.aspx” as the first or only one item.
4. Create a new “**QWebListener**” web application.
 - a. Expand the newly created “**ScanFlowStore**” web site and right click on the “**QWebListener**” folder.
 - b. Select the “**Convert to Application**” option and press “**OK**” on the “**Add Application**” dialog.

2.3. Change the general IIS settings

The native modules in the “applicationhost.config” should be modified by defining a “preCondition bitness64” parameter for the “**PasswordExpiryModule**”, “**kerbauth**” and “**exppw**” native modules. Native modules are registered and un-registered at the web server level under the <globalModules> section.

Before any modifications to the “applicationhost.config” take a backup of your current IIS configuration:

1. Launch a **Command Prompt** window with administrator privileges.
2. Changed the directory path to “**C:\Windows\System32\Inetsrv**”.
3. Type “**Appcmd.exe add BACKUP NameofBackup**”

After the successful backup the “applicationhost.config” file can be modified to add the “bitness64” precondition:

1. From within the same Command Prompt change the path to “**C:\Windows\System32\inetsrv\config**”
2. Type “**notepad applicationhost.config**”.
3. Locate the “<globalModules>” section.
4. Modify the “**PasswordExpiryModule**” module to have a “bitness64” precondition so it should look as follows:
<add name="PasswordExpiryModule" image="C:\Windows\system32\RpcProxy\RpcProxy.dll" preCondition="bitness64" />
Note: “preCondition” is case sensitive, the “C” must be capitalized.
Note: On some systems the “bitness64” precondition is already set.
5. Modify the “**kerbauth**” module to have a “bitness64” precondition so it should look as follows:
<add name="kerbauth" image="C:\Program Files\Microsoft\Exchange Server\v14\Bin\kerbauth.dll" preCondition="bitness64" />
Note: On SBS 2008 this module is not available.
6. Modify the “**exppw**” module to have a “bitness64” precondition so it should look as follows:
<add name="exppw" image="C:\Program Files\Microsoft\Exchange Server\v14\ClientAccess\Owa\auth\exppw.dll" preCondition="bitness64" />
Note: On SBS 2008 this module is not available.
7. Save and close the “applicationhost.config” file.

The next step is to disable both the “**DynamicCompressionModule**” and the “**StaticCompressionModule**” for the ScanFlowStore web site. For this perform the following steps:

1. From within the same Command Prompt change the directory path to “**C:\Windows\system32\inetsrv**”.
2. Type “**Appcmd.exe delete module dynamiccompressionmodule /site.name:ScanFlowStore**”.
3. Do the same for the static compression module: “**Appcmd.exe delete module staticcompressionmodule /site.name:ScanFlowStore**”.

When everything is done, you should reboot the system.

3. Using ScanFlowStore again

Test whether the ScanFlowStore web application with the new IIS settings can run.

1. Open **IIS Manager**.
2. Make sure the “**ScanFlowStore**” application pool is running.
3. Try to use the ScanFlowStore related web application.
 - a. Select the “**QEip**” web application under the new “**ScanFlowStore**” web site.
 - b. Select the “**Browse *:550 (http)**” item in the “**Action**” pane.
Note: Port 550 is used in this document, but it may be another port number.
 - c. The ScanFlowStore background and header image should appear in the default Internet browser application.

The next step is to change the device registration in the ScanFlowStore Administration Tool, because the port number of the ScanFlowStore client web application was changed (to 550 in this document).

1. Start ScanFlowStore Administration Tool.
2. Do the following steps for every scan device or device group:
 - a. Select the scan device or device group.
 - b. Press the “**Edit**” button.
 - c. Change the “**Port**” number to the port of the new web site (it is 550 in this document).
 - d. Press “**OK**” to update the registration on the selected scan device or device group.