SharePoint: Troubleshooting

If you're accessing the USQ index site off-campus additional words need to type in to the URL is:

- At work
  http://usqindex.usq.edu.au/default.aspx

- Off-campus: (additionally s and –ext need to add to the URL)
  http**s**://usqindex**-ext**.usq.edu.au/default.aspx

Steps in Troubleshooting:

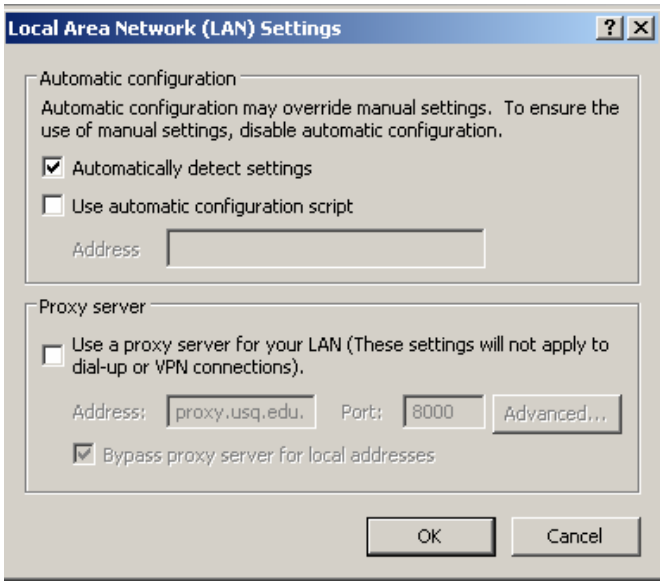
- Delete Temporary Internet Files and Cookies
- Check the Proxy settings
- Add USQindex site to the Trusted sites
- Check the Web Client settings
- Checking the User Accounts
- Check the Trusted site, Custom Level
- Check the compatibility with Outlook
- Print Target Function not working

Delete temporary Internet Files and Cookies;

1. Open the Internet Explore
2. Go to **Tools** and **Internet Options**
3. In the General area, click **Delete Cookies** – Click **OK**
4. Click **Temporary Files** – click **OK**
5. Click **OK** to close the Internet Options dialog box

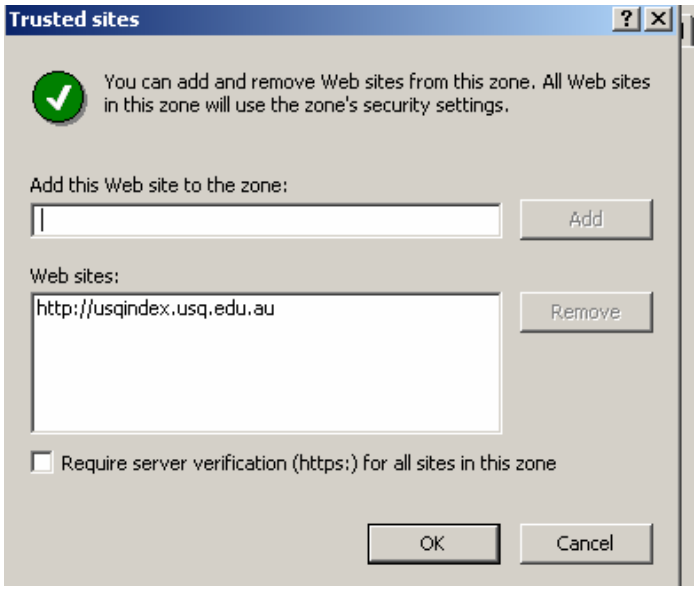
Check the Proxy settings;

1. Open the Internet Explore
2. Go to **Tools** and **Internet Options**
3. In the **Connections** area Click **LAN settings** button and check the Proxy server settings
4. Make sure you have un-tic the "use a Proxy server for your LAN" check box.



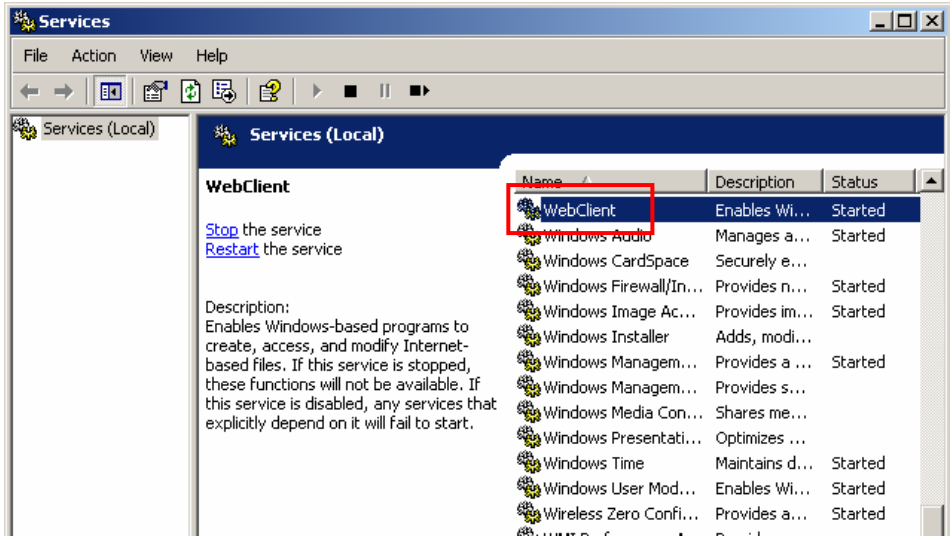
Add USQindex site to the Trusted sites;

1. In Internet Explorer, on the Tools menu, click **Internet Options**
2. Click the **Security** tab
3. select the **Trusted sites** icon
4. click **Sites** button
5. In the Add this Web site to the zone box, type http://usqindex.usq.edu.au and then click Add button
6. Click Close to close the **Trusted sites** dialog box
7. Click **OK** to close the Internet Options dialog box

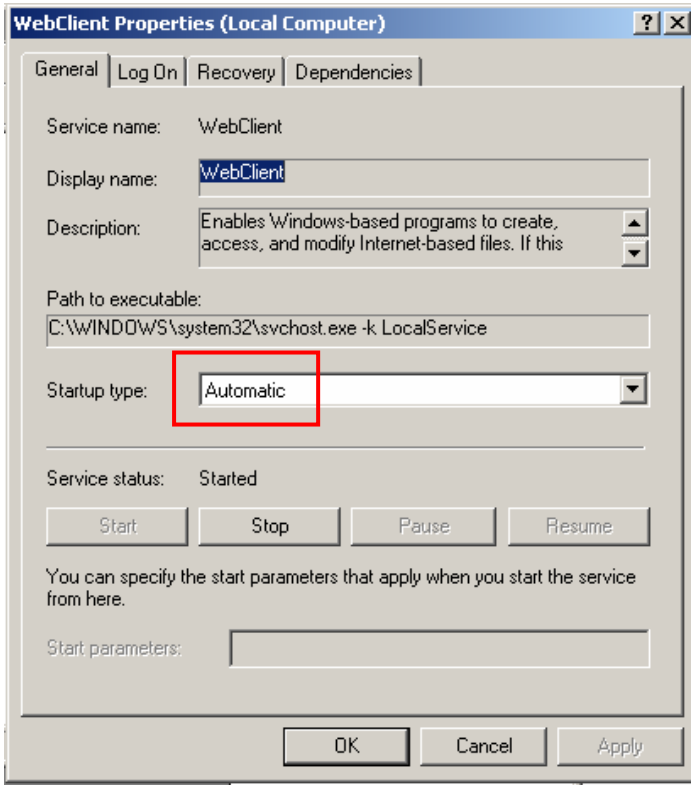


Check the Web Client settings;

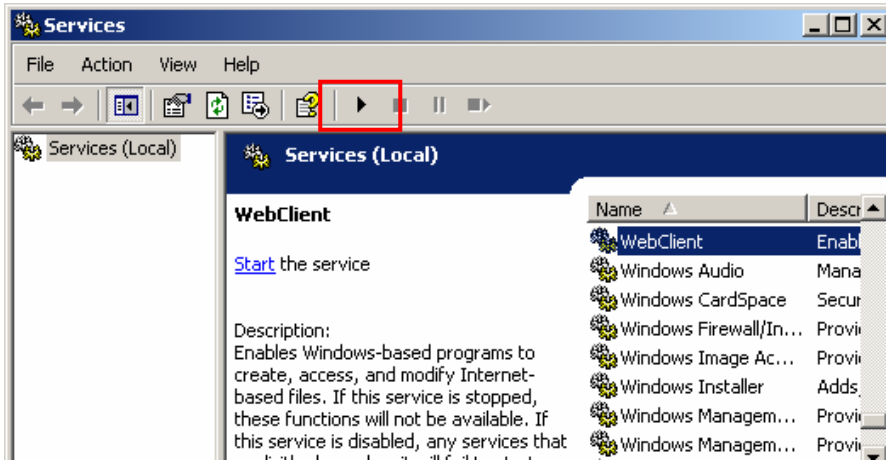
1. Go to Start – Settings - Control panel
2. Double click the **Administrative Tools** icon
3. Double click the **Services**
4. Select the **Web Client** from the list
5. Double click the **Web Client**



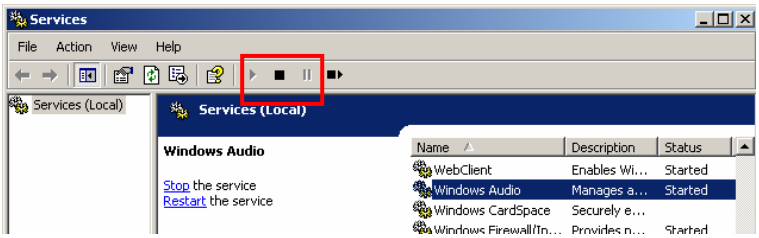
6. Check the **Startup type**. If its disabled, change it in to **Automatic**
7. Click **OK**



8. In the Services window, Run Button, appears ▶
9. Click the **Run Button**



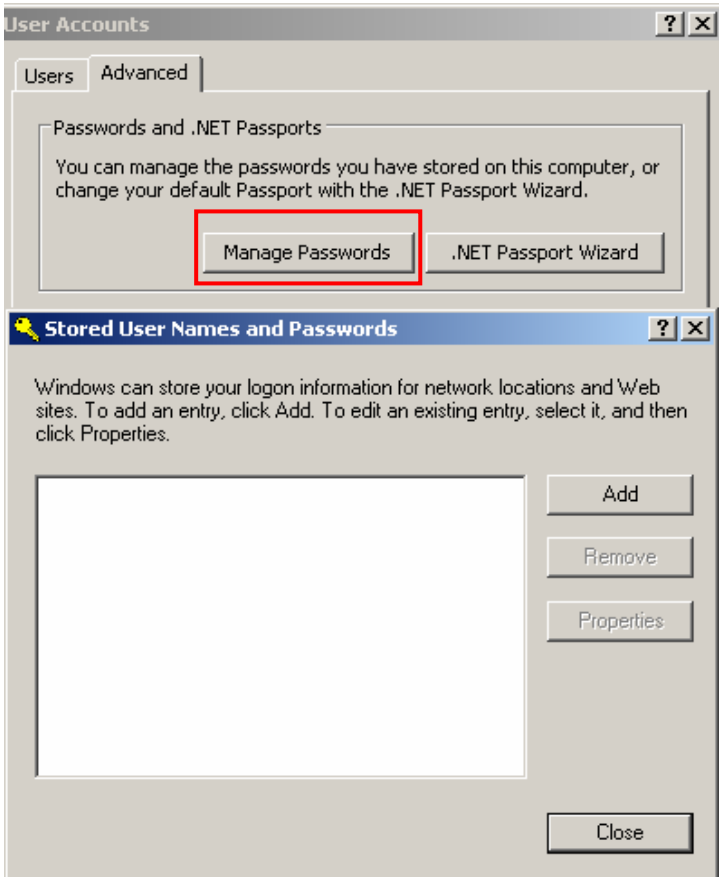
10. In the Services window, **Stop Button** ■ will display



Specifically if you are getting the following message Web Client needs to be reactivated.

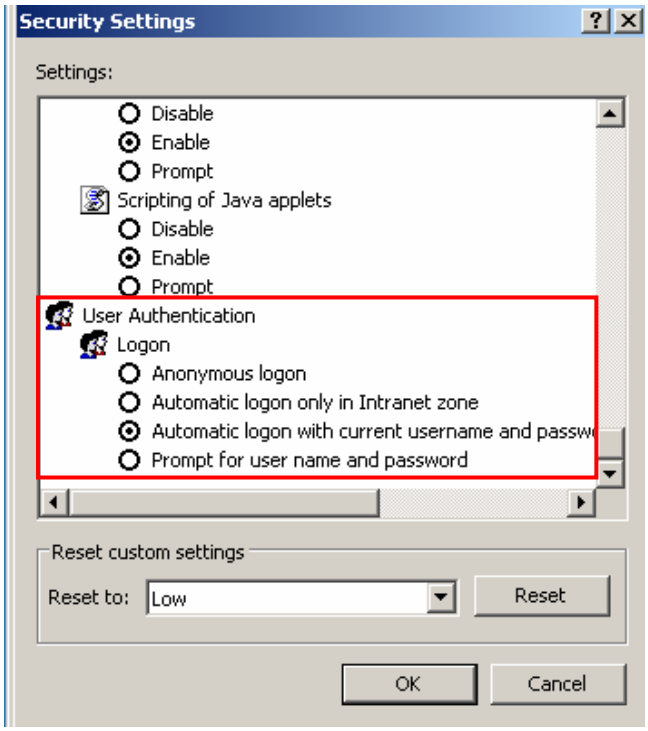
Checking the User Accounts;

1. Go to Start – Settings – Control panel
2. Select the **User Accounts** icon
3. Click on the **Advanced** tab
4. Click the **Manage Password** button
5. Remove any data in the text box
6. Click **Close**
7. Click **OK**



Check the Trusted site, Custom Level;

1. Open Internet Explore
2. Go to Tools then Internet Options
3. Click the **Security** tab
4. Click the **Trusted sites** icon
5. Click the **Custom Level** button
6. Stroll down until you reach the "**User Authentication**" and "**Logon**" and select the option "**Automatic login with the current user name and password**"



Check the compatibility with Outlook;

If you're getting the following error message when you try to add members to a SharePoint site, it could be the issue of having Outlook 2007 in the SharePoint 2003 environment.

To work around this behavior, use one of the following procedures:

Manually add the users or manually add contact information to the Windows SharePoint Services V2 Web site. To manually add users, follow these steps:

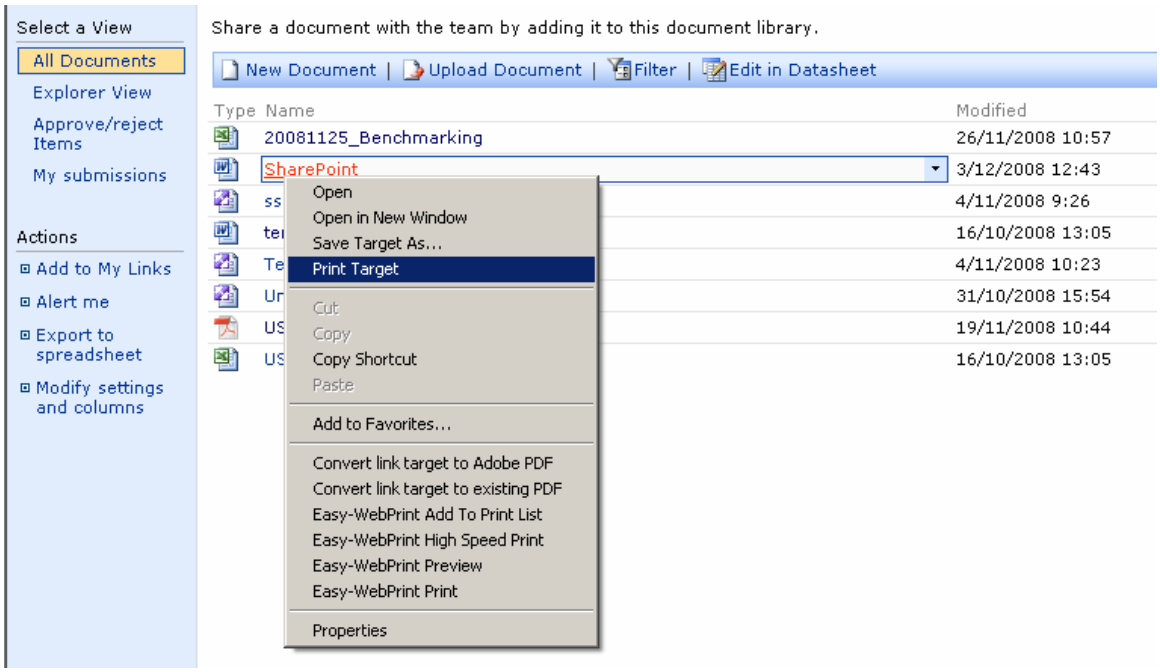
1. On the Manage Users page, click **Add Users**.
2. On the Add Users: SiteName page, specify the users who you want to add in the **Step 1: Choose Users** area. You can type e-mail addresses, user names in DomainName\UserName format, or cross-site group names. Make sure that you type a semicolon (;) to separate each entry that you add.
3. In the **Step 2: Choose Permissions** area, click to select the check box next to the site group or site groups to which you want to add the users. Then, click Next.
4. In the **Step 3: Confirm Users** area, confirm the user information.
5. In the **Step 4: Send E-mail** area, specify whether you want to send an e-mail message to let users know that they were added.
6. Click **Finish**.

To manually add contact information, follow these steps:

7.On the Contacts page, click **New Item**.
8.On the Contacts: New item page, add the information that you want for the new contact. Then, click **Save and Close**.

Or Upgrade the server or servers that are running Windows SharePoint Services V2 to Microsoft Windows SharePoint Services (version 3).

Print Target function only prints a blank page;



When you right-click a hyperlink on a Web page and press **Print Target**, only a blank page prints.

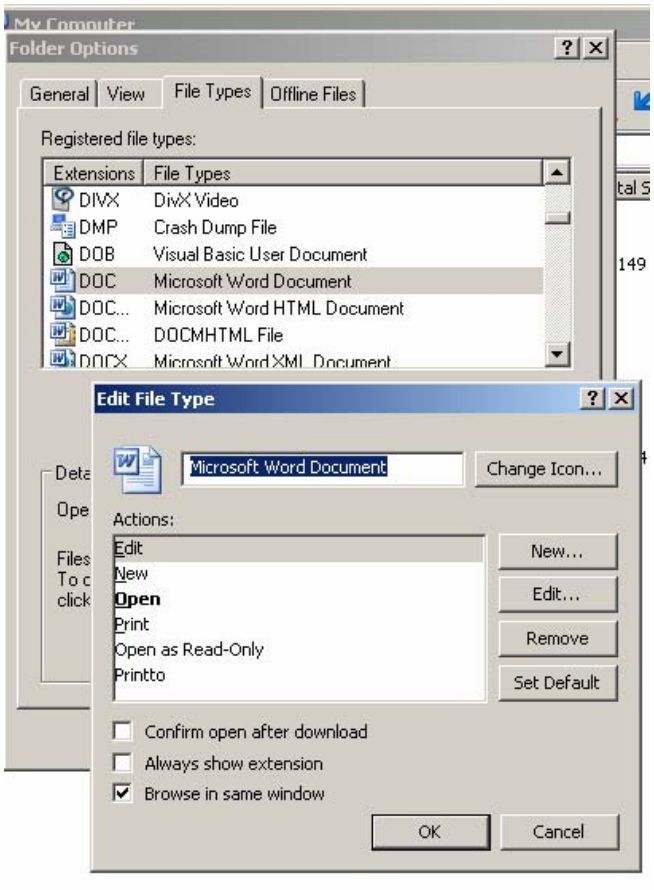
This problem will occur if the target document is an Adobe Acrobat **PDF** file, or a Microsoft Office document, and the **Browse in same window** box is **NOT** checked.

NOTE: This problem should **NOT** occur if the latest Service Pack for Internet Explorer 6 is installed.

To workaround this behaviour, the following procedure should be performed for each of the following file types:

DOC, **PDF**, **PPS**, **PPT**, **XLS**.

1. Close all instances of Internet Explorer and **Windows Explorer / My Computer**.
2. Open **My Computer** or **Windows Explorer**.
3. On the **Tools** menu, press **Folder Options**.
4. Select the File Types tab.
5. Select one of the above file types.
6. Press the **Advanced** button.



7. Check the **Browse in same window** box and press **OK**.
8. When all of the above types have been configured, press the **OK** to close the **Folder Options** dialog.