Team Foundation 2010 Extensions for SharePoint Products

Troubleshooting Guide

February 24, 2010

This document is intended to assist with diagnosing problems with Team Foundation Extensions for SharePoint Products (“Extensions”).

Contents

[Online Documentation 2](#_Toc254794208)

[Tips and Tricks 3](#_Toc254794209)

[Repairing SharePoint Web Applications 3](#_Toc254794210)

[Getting trace logging information for SharePoint Products 4](#_Toc254794211)

[Scenarios 5](#_Toc254794212)

[Configure Extensions on SharePoint Farm 5](#_Toc254794213)

[Add Server to SharePoint Farm 6](#_Toc254794214)

[Non-Farm Administrator running Configuration Wizard 7](#_Toc254794215)

[Portal site doesn’t know what project to show 9](#_Toc254794216)

[Scenario #1: 9](#_Toc254794217)

[Scenario #2: 9](#_Toc254794218)

[Project settings changed, but Portal doesn’t reflect the changes 10](#_Toc254794219)

[SharePoint Products farm, but server doesn’t think it’s a web-front end 12](#_Toc254794220)

["User cannot be found" Error 13](#_Toc254794221)

[Appendix 14](#_Toc254794222)

[Finding the list of web front end servers in the SharePoint Products farm 14](#_Toc254794223)

[Verifying the Team Foundation Solutions have been deployed 14](#_Toc254794224)

[TfsRedirect.aspx Query String Arguments 15](#_Toc254794225)

# Online Documentation

The following topics on MSDN are the main jumping off points for information on the integration between SharePoint Products and Team Foundation Server.

#### SharePoint Products and Team Foundation Server

This is the main entry point for all things related to integration between SharePoint Products and Team Foundation Server: [http://msdn.microsoft.com/en-us/library/ms253053(VS.100).aspx](http://msdn.microsoft.com/en-us/library/ms253053%28VS.100%29.aspx).

#### Interactions Between SharePoint Products and Team Foundation Server

This describes the architecture and interactions between SharePoint Products and Team Foundation Server: [http://msdn.microsoft.com/en-us/library/ms253177(VS.100).aspx](http://msdn.microsoft.com/en-us/library/ms253177%28VS.100%29.aspx).

#### Add Integration with SharePoint Products to a Deployment of Team Foundation Server

If you skipped the SharePoint Products integration when configuring Team Foundation Server and would like to add it, the following topic describes the process to do so: [http://msdn.microsoft.com/en-us/library/ee462861(VS.100).aspx](http://msdn.microsoft.com/en-us/library/ee462861%28VS.100%29.aspx).

#### Configuring the default location for Project Portals in Project Collection

This describes how to set the location where project portals will be created when creating new projects: [http://msdn.microsoft.com/en-us/library/dd386357(VS.100).aspx](http://msdn.microsoft.com/en-us/library/dd386357%28VS.100%29.aspx)

#### Adding a Project Portal

This topic describes how to add a portal to a project as well as how to set which project’s information is shown in the dashboard features by default: [http://msdn.microsoft.com/en-us/library/dd386320(VS.100).aspx](http://msdn.microsoft.com/en-us/library/dd386320%28VS.100%29.aspx)

# Tips and Tricks

## Repairing SharePoint Web Applications

There are several things that can happen over the lifetime of a deployment that can cause the mappings between Team Foundation Server and SharePoint Products to get out of sync.

This can result in errors about permissions in TFS contacting SharePoint Products and vice versa. Another way this can show up is in a project site not knowing which team project it is hooked up to (even though the Portal Settings dialog is correct and has the “reports and dashboards” checkbox checked).

If you see things like this, you should first try to repair the connections.

1. Open the Team Foudnation Server Administration Console on the application tier machine.
2. Go to the **SharePoint Web Applications** node.
3. Select the web application in question.
4. Select the **Repair Connection** action.
5. Click the **Repair** button on the dialog.
6. As steps occur, messages will be added to the text box.
7. When its done, take note if you get any warnings as you might need to manually configure things (usually if you are not a Farm Administrator in SharePoint Products).
8. Close the repair dialog and retry.

#### What does this do?

The repair attempts to fix up everything it can. This includes:

1. Asking for the service accounts for SharePoint Products and ensuring those accounts are in the “SharePoint Web Application Services” group.
2. Ensuring the web application on the SharePoint Products side has an access grant to the Team Foundation Server.
3. Ensures the members of the “SharePoint Web Application Services” group have read permissions to the reporting warehouse and cube.
4. Goes through each project that uses this web application and reattaches to the site. This means that it clears the cached project related settings on the site and reloads them.

#### What doesn’t this do?

1. Add Team Foundation Server service accounts to be SharePoint Farm Administrators.
	1. When creating a new Project Collection with a site in SharePoint Products, the TFS service account must be a Farm Administrator. If those accounts are not Farm Administrators, the Project Collection creation will fail during the execution (not the validation).

## Getting trace logging information for SharePoint Products

When you see errors relating to integration between Team Foundation Server and SharePoint Products, the logs from the TFS server or the client machine are often only marginally helpful. Much more detail can be found in the logs from the SharePoint products. Those logs roll over after a couple of days (by default) so it is important to capture them when the errors happen.

#### For WSS 3.0:

The trace logs are normally located at %Program Files%\Common Files\Microsoft Shared\Web Server Extensions\12\Logs.

#### For SharePoint Products 2010:

1. You must enable legacy trace logging for SharePoint.
	1. Open the “SharePoint 2010 Management Shell” (PowerShell).
	2. Type the following command: Set-SPDiagnosticConfig -AllowLegacyTraceProviders
2. The trace logs are normally located at %Program Files%\Common Files\Microsoft Shared\Web Server Extensions\14\Logs.

#### Notes:

It is possible that the project level repair will fail on a SharePoint farm. The repair dialog will show something similar to the following in this case.

Reconnecting SharePoint Web application at the following address: http://server/.

Connecting project portal site at http://server/sites/Collection0/Project1 (1 of 1)

[Error] Connection failed for project portal site at http://server/sites/Collection0/Project1: TF250057: No access rights were found for the following SharePoint Web application: http://mchaffin-haydn/. The Team Foundation Server ID is: f7c97b06-e70e-45ce-92a0-11581ccb2d3f. You must grant access for this SharePoint Web application before you can use it.

Reconnect operation failed with warnings and/or errors

If you see a TF250057 error after “Connecting project portal site”, close the Repair dialog and then reopen it and repair again. The errors should go away.

# Scenarios

## Configure Extensions on SharePoint Farm

You have a SharePoint farm consisting of 2 or more web front end (WFE) servers.

1. On one server in the farm,
	1. Install and configure the Extensions
	2. Sometimes a message box will appear on top of the wizard containing the message below. If you have not yet installed and configured the extensions on all servers in the farm, this is expected. Click OK on the message box to go back to the wizard and then close the wizard.

TF250035: A feature for SharePoint Products could not be found with the following ID: 31871cb4-cc0e-478d-872a-97bd52119991. Verify that the feature is installed on every server in the SharePoint farm for the following Web application: <http://servername/>.

* 1. When the configuration wizard closes, click on the Extensions for SharePoint Products node in the Team Foundation Admin Console. A message box with the same error from (b) will be shown.

#### Cause:

The Extensions must be installed and configured on every server in the farm.

#### Resolution:

Install and configure the Extensions on every server in the farm. If you are unsure which servers are in the farm, see [Finding the list of web front end servers in the SharePoint Products farm](#_Finding_the_list).

## Add Server to SharePoint Farm

You have a fully functioning Team Foundation server with integration with SharePoint products. There is at least one Team Project Collection (TPC) with a default location for project portals configured. That TPC contains at least one Team Project created using one of the built in process templates (Agile or CMMI). The project has a portal and that the portal is working properly with no errors on the dashboard pages.

1. Add a new server as a web front end to the SharePoint farm.
2. Access the project portal using a URL pointing to the new server. The following error (the “yellow screen of death”) will occur:



#### Cause:

The Team Foundation Extensions for SharePoint Products are not installed and configured on the new server.

#### Resolution:

Install and configure the Extensions on the new server.

Note: Accessing the site on the original SharePoint server will still be working. So if you are using an NLB address and the site intermittently fails in this way, consider verifying each server in the farm for the install and configuration of the Extensions.

If you do only the installation (and not the configuration), you may see one of the following:

1. 403 FORBIDDEN
2. Several errors on the page similar to:

Access to the path 'C:\Documents and Settings\All Users\Application Data\Microsoft\Team Foundation\Web Access\Cache\_v10.0.30208\164638037' is denied.

To correct this, run the configuration wizard.

## Non-Farm Administrator running Configuration Wizard

SharePoint Products is installed on the server. This problem will show itself in two ways ([Advanced Configuration Wizard](#_Advanced_Configuration_Wizard) and [Extensions for SharePoint Products Wizard](#_Extensions_for_SharePoint)).

##### Advanced Configuration Wizard

1. Install Team Foundation Application Tier.
2. Run the Advanced configuration wizard for the Application Tier, include the local SharePoint URLs.
3. During the readiness checks, you get an error for SharePoint Products.

![Machine generated alternative text: team Foundation Server Advanced Configuration Job 7: Advanced Configuration Wizard Welcome Readiness Checks Validate that Your System is Ready to Configure Database Account Some readiness checks Failed. Application Tier 1IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIHHIHIIIIIIIIIIIIIIIII Reporting SharePoint Products . . ‘., ‘ System checks Passed Settings .: Pro ject collection Q’ configuration Database Passed . ‘ Application Tier Passed Review : Readiness checks t SharePoint Products Error ! j Project collection Passed ! TF254027: You must correct all errors before you continue. click here to rerun Readiness checks. Detailed Results: Ooen Lop Error [SharePoint Products ] TF255439: You do not have the permissions required to integrate with the Following SharePoint Web application: http:f/bamodioo2/. The validation check failed for the following user account: REDMOND\bamodio. This account must be a member of the Farm Administrators group on the Web application. To resolve this error, either add the account to the Farm Administrators group, or opt out of integrating with SharePoint Products during installation. You can configure integration with SharePoint Products after installation is complete. For more information, see the Microsoft Web site (http:f/go.microsoft.com/fwlinkj?Link.Id=161206). At’Tštiai Studia Team Foundation Server ¿mo erevious j LJE b ‘ ,:‘riH,ijre cancel]()

##### Extensions for SharePoint Products Wizard

1. Install Team Foundation Extensions for SharePoint Products.
2. Run the configuration wizard for the extensions.
3. The wizard finished with an error.
4. If you are not a farm administrator, you’ll see an error in the log following a call to “stsadm.exe”. The error may be “Object reference not set to an instance of an object”.

#### Cause:

The user running the wizard is not a Farm Administrator.

The wizards require the user to be an administrator on the local machine and by default the SharePoint Farm Administrators group contains BUILTIN\Administrators. However, BUILTIN\Administrators can be removed from that group.

#### Resolution:

Add the user to the Farm Administrators group using the SharePoint Central Administration site. If you cannot do it yourself, ask someone who is a Farm Administrator to add you.

## Portal site doesn’t know what project to show

You have a project portal site, but it doesn’t know which project’s information to show.

### Scenario #1:

You see the following error message on the site:

TF250016: No access rights have been granted for the following site: http://server/sites/DefaultCollection/Project2. You must grant access rights between the SharePoint Web application and Team Foundation Server. You must also associate this site with reports and dashboards for a specific project in Team Foundation Server. For more information, see the Microsoft Web site (<http://go.microsoft.com/fwlink/?LinkId=147580>).

#### Cause:

The access grant between the Team Foundation Server and the SharePoint Products server is missing. It may have been deleted from the SharePoint web application.

#### Resolution:

Try to repair the connection between the Team Foundation Server and the SharePoint Products server. See [Repairing SharePoint Web Applications](#_Repairing_SharePoint_Web) for more information.

### Scenario #2:

If the following error is shown on the portal site,

TF262600: This SharePoint site was created using a site definition that requires data from Team Foundation Server. However, the site is not currently associated with data for a team project. To ensure that this site functions correctly, you must configure a team project to refer data for that project to this site. For more information, see this topic on the Microsoft Web site: [How to: Add a Team Project Portal](http://go.microsoft.com/fwlink/?LinkId=147580).

#### Cause:

There is no project on the Team Foundation Server associated with the site that is hooked up to this particular site. This means that the **Reports and dashboards refer to data for this team project** checkbox is not checked on the project’s Portal Settings dialog.

#### Resolution:

1. Open Visual Studio and connect to appropriate project collection and project with Team Explorer.
2. Right click on the project.
3. Select **Team Project Settings**… then **Portal Settings**.
4. On the **Project Portal** tab, ensure the portal is enabled and verify the URL.
5. Check the **Reports and dashboards refer to data for this team project** checkbox.
6. Click OK to save the settings.

If the checkbox was already checked, do one of the following:

1. Repair the connections. See [Repairing SharePoint Web Applications](#_Repairing_SharePoint_Web) for more information.
2. Uncheck the check box. Save the portal settings. Reopen the dialog. Check the box and save.

## Project settings changed, but Portal doesn’t reflect the changes

Project settings are cached on the portal site and are refreshed periodically. Some actions will automatically tell the site that it needs to refresh its settings. Examples are setting the project to use a different site or changing the “reports and dashboards” check box in the Portal Settings dialog.

However, some actions will not do this. Examples: changing the reporting databases and configuring reporting for the project’s project collection. In these cases, you may want to tell the site to refresh the cache instead of waiting for it to expire and reload.

There are 3 options to resolve this today.

#### Resolution #1:

Use the steps for [Repairing SharePoint Web Applications](#_Repairing_SharePoint_Web) for the SharePoint Web Application that the project site is configured to use. This will update all project sites for that web application so it is probably overkill if you are only interested in a single project.

#### Resolution #2:

Use the project’s Portal Settings dialog to disconnect and then reconnect the site’s “reports and dashboards” setting.

1. Open Visual Studio and connect to appropriate project collection and project with Team Explorer.
2. Right click on the project.
3. Select **Team Project Settings**… then **Portal Settings**.
4. On the **Project Portal** tab, ensure the portal is enabled and verify the URL.
5. Uncheck the **Reports and dashboards refer to data for this team project** checkbox.
6. Click OK to save the settings.
7. Reopen the **Portal Settings** dialog.
8. Check the **Reports and dashboards refer to data for this team project** checkbox.
9. Click OK to save the settings.

#### Resolution #3:

Use the TfsRedirect.aspx page to explicitly tell the site to refresh its settings.

Append the following on to the end of the site’s base address:

“\_layouts/TfsRedirect.aspx?tf:type=webaccess&tf:test=1&tf:clearcache=1”

So if the site address is <http://server/sites/tpcname/MyProject>, you would go to the following address in your web browser:

<http://server/sites/tpcname/MyProject/_layouts/TfsRedirect.aspx?tf:type=webaccess&tf:test=1&tf:clearcache=1>

On that page, you should see the new settings (in XML format) as well as other information. When you then access the site in the normal way, the new settings will be used.

##### Note:

If you only want to see the cached settings for the site, remove the tf:clearcache argument and just use tf:type and tf:test:

<http://server/sites/tpcname/MyProject/_layouts/TfsRedirect.aspx?tf:type=webaccess&tf:test=1>

See [TfsRedirect.aspx Query String Arguments](#_TfsRedirect.aspx_Query_String) for additional information on the supported query string arguments.

## SharePoint Products farm, but server doesn’t think it’s a web-front end

You have a SharePoint Products farm with multiple web front end servers.

1. Install Team Foundation Extensions for SharePoint Products.
2. Run the configuration wizard for the extensions
3. The wizard finished with an error.
4. Information similar to the following will be in the log (accessible via the link on the dialog).

You cannot deploy this solution on this type of server computer as it is configured. This solution must be installed on a server of type: front-end Web server.

#### Cause:

On occasion, the SharePoint products configuration may not think that one of the servers in the farm is a web front end. The server behaves like a web front end and you can access sites on that server. This may happen after restoring from a backup.

#### Resolution:

1. Open a command prompt (elevated for Win2008+) and change to the binaries folder for SharePoint Products (note that Common Files may be localized in some languages):

cd "%ProgramFiles%\Common Files\Microsoft Shared\web server extensions\12\BIN"

1. Disconnect the web front end from the Configruation database :

psconfig -cmd configdb -disconnect

1. Reconnect the web front end to the Configuration database:

psconfig -cmd configdb -connect -server farmdbserver -database farmconfigdbname -user farmaccount -password farmpassword

## "User cannot be found" Error

You have a functioning SharePoint server or farm. The Team Foundation Extensions for SharePoint Products is installed and configured on each server in the farm. You are trying to integrate that server/farm with Team Foundation server. However, when trying to call the functionality on the SharePoint server, you get an error stating “User cannot be found.” This may happen when trying to save SharePoint settings in a configuration wizard or the Team Foundation Administration Console. It can also happen when creating team projects or project collections (since they create portal sites).

#### Resolution:

The first step is to try to create a site using the SharePoint user interface with the same user you're getting the error with as the site administrator. If the SharePoint user interface cannot resolve the username, then our web service cannot do it either (since we run in their App Pool and thus under the same service account).

Next, check is that the SharePoint service accounts on a domain machine should also be domain accounts or network service (check the AppPools in IIS). You cannot use a local account and expect it to be able to resolve domain users creating sites.

Finally, another thing that can be wrong is the authentication provider for the web application.

1. Use a web browser to open the Central Administration site (i.e. <http://servername:17012>).
2. Click on the **Application Management** tab.
3. Under the **Application Security** section, click **Authentication providers**.
4. Select the web application from the drop down in the top right corner.
5. Click on the Default zone link for the web application.
6. Make sure the settings are to use Windows and NTLM.

# Appendix

## Finding the list of web front end servers in the SharePoint Products farm

1. Use a web browser to open the Central Administration site (i.e. <http://servername:17012>).
2. Click on the **Operations** tab.
3. Under the **Topology and Services** section, click **Servers in farm**.
4. Each server listed that has “Windows SharePoint Services Web Application” in the **Services Running** column is considered a web front end server.

## Verifying the Team Foundation Solutions have been deployed

1. Use a web browser to open the Central Administration site (i.e. <http://servername:17012>).
2. Click on the **Operations** tab.
3. Under the **Global Configuration** section, click **Solution management**.
4. The 3 Team Foundation solutions should be listed and deployed. See below.
	1. Microsoft.TeamFoundation.SharePoint.wsp should be deployed globally.
	2. Microsoft.TeamFoundation.SharePoint.Dashboards.wsp should be deployed globally.
	3. TSWAWebPartCollection.wsp should be deployed to all content web applications.



## TfsRedirect.aspx Query String Arguments

The following table outlines the query string arguments for the TfsRedirect.aspx page.

| Argument | Description | Valid Values | Types Used With | Required |
| --- | --- | --- | --- | --- |
| tf:Type | Indicates what type of redirection is requested | ReportListReportProcessGuidanceWebAccess |  | Yes |
| tf:ReportName | Name of the report requested |  | Report | Yes, for Report types |
| tf:ShowToolbar | Indicates if the toolbar should be shown on the page we’re redirecting to | 01 | Report | No |
| tf:DocumentPath | Path to the actual document on the process guidance site to redirect to |  | ProcessGuidance | No |
| tf:ProjectId | GUID of the project the redirection is for |  |  | No |
| tf:ClearCache | Indicates that the site cache should be cleared before the request is processed. This should not be used in links on sites as it will eliminate the benefit of caching. To clear the Site cache, the user must be a site admin. Clearing the Site cache affects all WSS front end servers for the site. | 1 |  | No, and should not be used in links coded into sites or sent out to users |
| tf:Test | Runs a test set of code instead of the actual redirection.Useful to determine if TfsRedirect is using the expected settings. | 1 |  | No |

For backward compatibility, the following translations will be made:

* IsReport=0 will translate to tf:Type=ReportList
* IsReport=1 will translate to tf:Type=Report