SONY

Support and Troubleshooting Guide

Document revision 1.3

Description

This troubleshooting and support guide will help you resolve any issues you may encounter using Manage for TEOS. If you after this you still have issues, please contact a Sony support representative.

SONY

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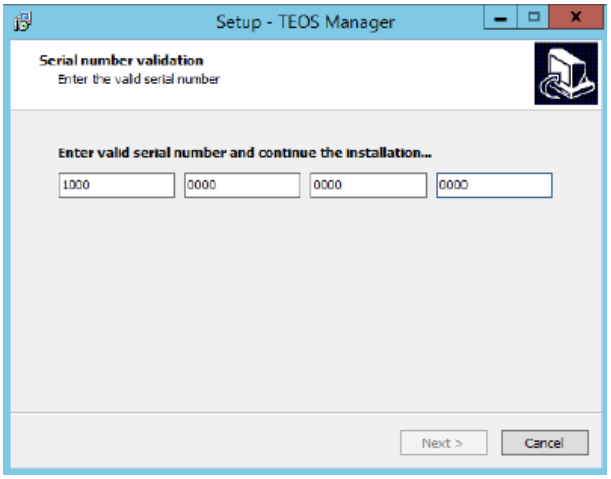
1 Troubleshooting during installation

1.1. Manage for TEOS Setup

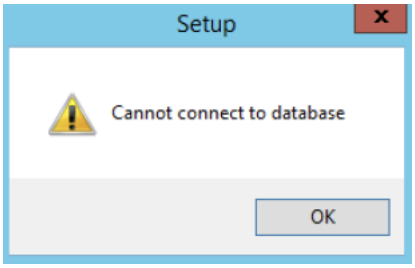
Before running the setup, it is important to have all the pre-requisites installed.
Please refer to the installation guide and check that they are installed.

After opening the setup and typing the serial number the button is greyed-out.

Please insert the correct serial and try again.



I get the message that Manage for TEOS cannot connect to the database.



This could mean several things:

- SQL Server is not installed
- SQL Server is not configured correctly
- The Username and Password are incorrect

SQL Server is not installed
Please check if the SQL server is installed correctly.

Click Start, point to All Programs, point to Microsoft SQL Server, point to Configuration Tools,
and then click SQL Server Configuration Manager.

If you do not have these entries on the Start menu, SQL Server is not correctly installed. Run Setup to install the SQL Server Database Engine.

In SQL Server Configuration Manager, on the left pane, click SQL Server Services. The right pane lists several services that are related to SQL Server. If the Database Engine
is installed, the Database Engine service is listed as SQL Server (MSSQLSERVER) if it is the default instance; or SQL Server (<instance_name>), if the Database Engine is installed as a named instance. Unless the instance name is changed, SQL Server Express installs as a named instance with the name SQLEXPRESS. A green triangle icon indicates that the Database Engine is running. A red square icon indicates that the Database Engine is stopped.

To start the Database Engine, in the right pane, right-click the Database Engine, and then click Start.

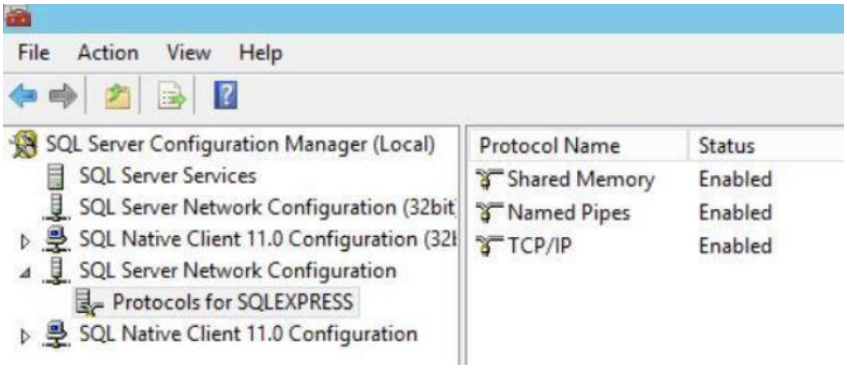
If the SQL Server is not installed please install the SQL Server according to the installation manual of TEOS.

1.1.1. SQL Server is not configured correctly

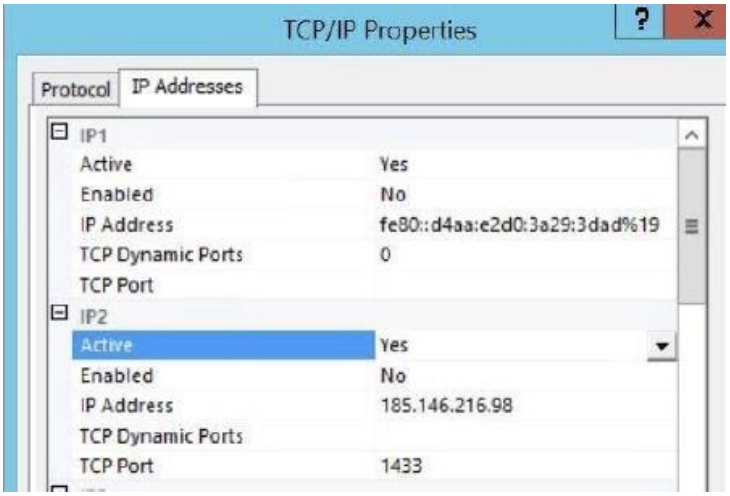
Verify if the correct settings are configured

Press the windows button and type SQL configuration and open the SQL Configuration manager and check the following steps:

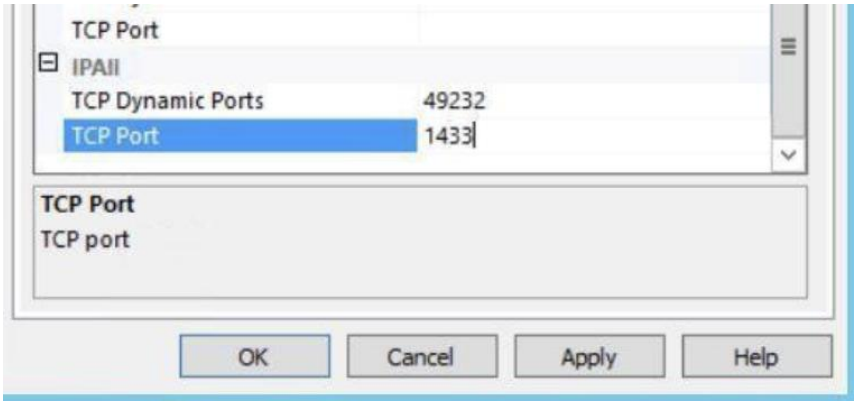
On the left side select: SQL Server Network Configuration -> Protocols For SQLEXPRESS.
On the right side enable all the options by right clicking the options and select enable.



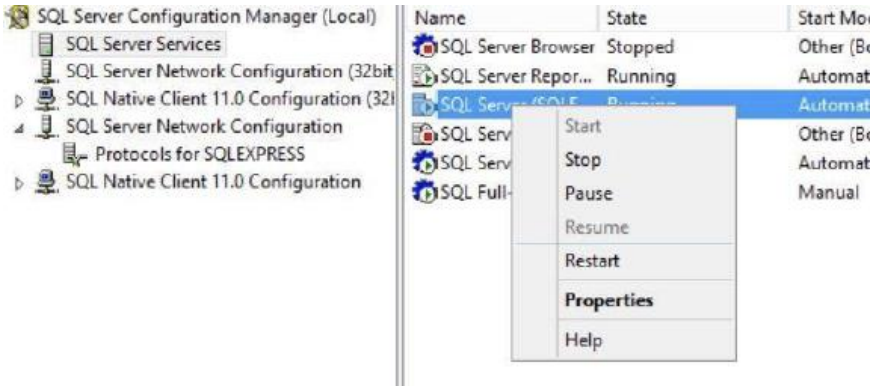
Next right click on TCP/IP and select properties. Select the IPAddresses tab. For the IPv4 address set Enabled to yes, clear the TCP Dynamic Ports field and add the port 1433
to the TCP Port field.



Now scroll down to the bottom, add port 1433 to the TCP Port field and click apply -> OK.



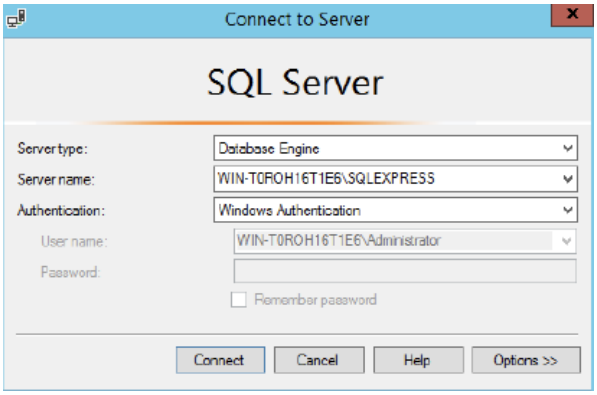
As the message prompt indicated you now need to restart the SQL Server. To do this select SQL Server Services in the left menu, right click on SQL Server (SQLEXPRESS) and select restart. After the SQL Server is restarted this part of the setup is finished.



1.1.2 SQL The Username and Password are incorrect

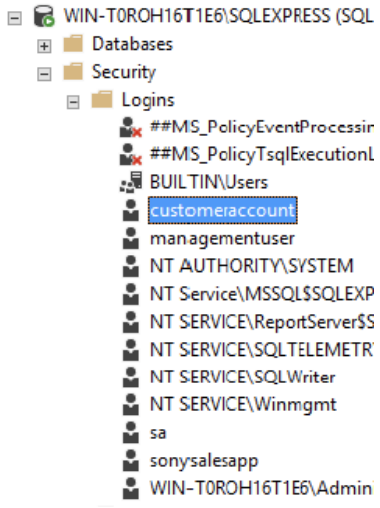
Please check if the username and password are set correctly in the SQL management studio.

Open SQL management Studio and login with the Windows Authentication option.

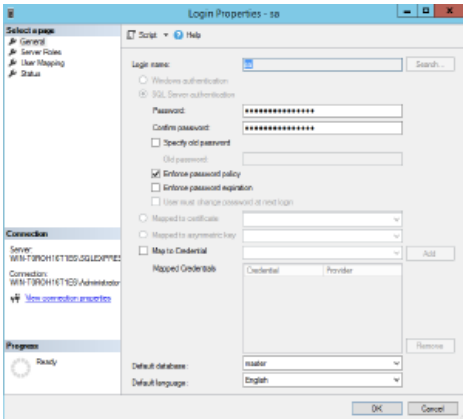


Click connect

Navigate to Security > Logins and select the user.



Right click the user and select properties.



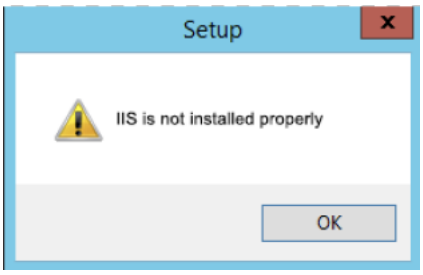
Insert a new password and click OK.

After that use the same credentials in the Manage for TEOS setup.

You get the message that IIS is not installed properly

When the setup generates the IIS in not installed properly message please

check your IIS Setup and configuration



Please refer to the Manage for TEOS installation manual to the chapter:
“install IIS 8 on a Windows 2012 server”

If you are using an older version of Windows server refer to:
“install IIS 7.5 on Windows Server 2008 R2”

What also could be an issue is that not all the elements of IIS are installed.
Please check that all these components are installed:

Webserver
Common HTTP Features
Default Document
Directory Browsing
HTTP Errors
Static Content
HTTP Redirection

Health and Diagnostics
HTTP Logging
Custom Logging
Logging Tools
Tracing

Performance
Static Content
Compression Dynamic
Content Compression

Security
Request Filtering

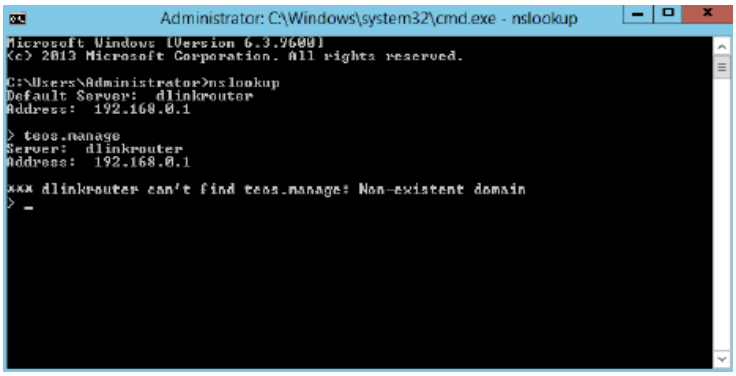
Application Development
.NET Extensibility 3.5
.NET Extensibility 4.5 Application Initialization ASP
ASP.NET 3.5
ASP.NET 4.5
CGI
ISAPI Extensions
ISAPI Filters
Server Side Includes WebSocket Protocol

Management Tools
IIS Management Console

After correcting the issues run the setup again.

When I go to the Manage for TEOS page after setup I get the message this webpage cannot be displayed

Please check if IIS is installed properly and if the DNS records are available.
To check if the DNS record is available open a command prompt and type:
“Nslookup” <enter> then type the domain name you have used for Manage for TEOS for example “teos.manage” <enter> if the domain does not exists you see this message:

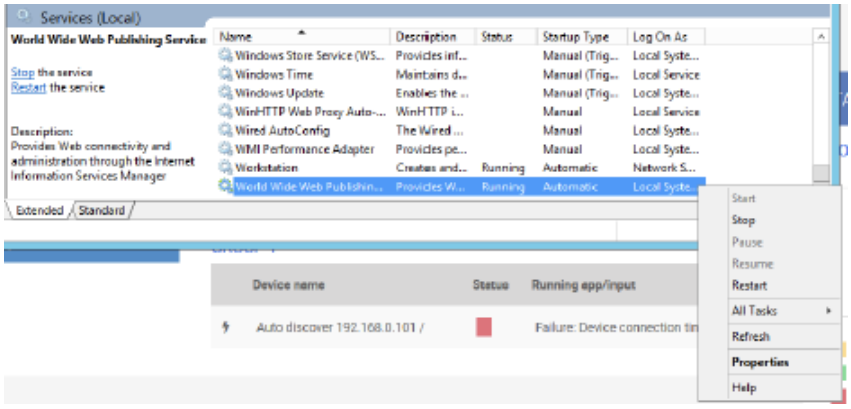


Correct the DNS error and try again.

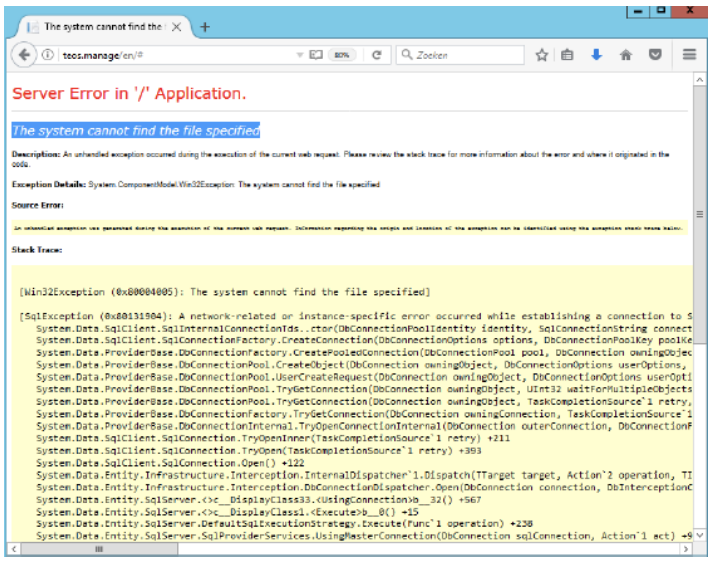
Manage for TEOS interface
The interface is not working

Check if IIS is running on the windows server.

Type in Services.msc at the search bar
Look for the World Wide Web Publishing Service
If the status is Started IIS is running
The Startup Type will tell you if it is set to start Automatically If it is not started please start the service.

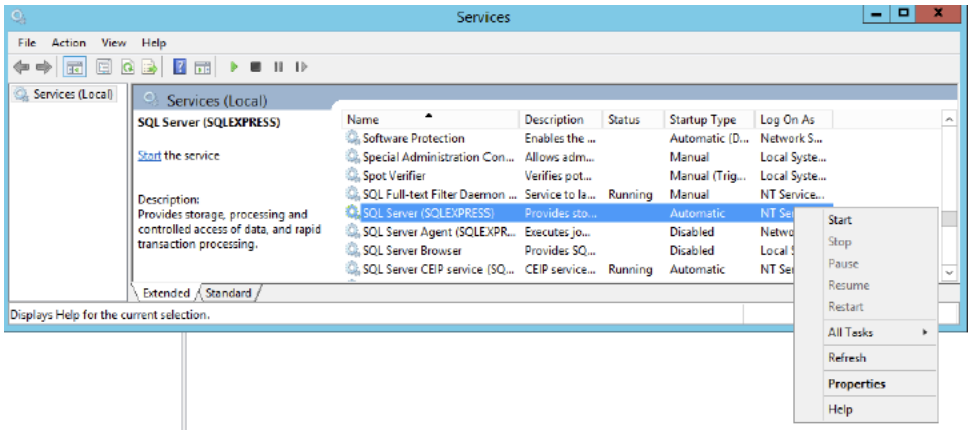


When I open Manage for TEOS I see the system cannot find the file specified



When you see this message it means that the SQL server is not running.
Please verify if SQL is running on the system by taking the following steps:

Type in Services.msc at the search bar
Look for the SQL Server service
If the status is Started IIS is running
The Startup Type will tell you if it is set to start Automatically
If it is not started please start the service.



The status of my device is red and it cannot be controlled by Manage for TEOS

It seems that the device is not reachable from Manage for TEOS.
Try to ping the device from the server:
open a command prompt
type ping and the IP address of the device

ping 192.168.0.101

If you see this:
Pinging 192.168.0.101 with 32 bytes of data:

Reply from 192.168.0.103: Destination host unreachable. Reply from 192.168.0.103: Destination host unreachable. Reply from 192.168.0.103: Destination host unreachable. Reply from 192.168.0.103: Destination host unreachable.

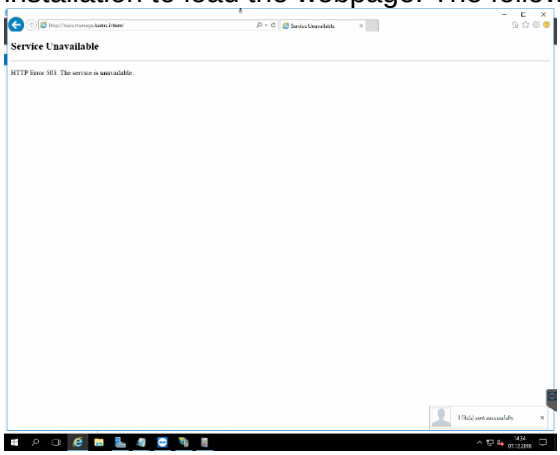
Ping statistics for 192.168.0.101:
Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),

C:\Users\Administrator>

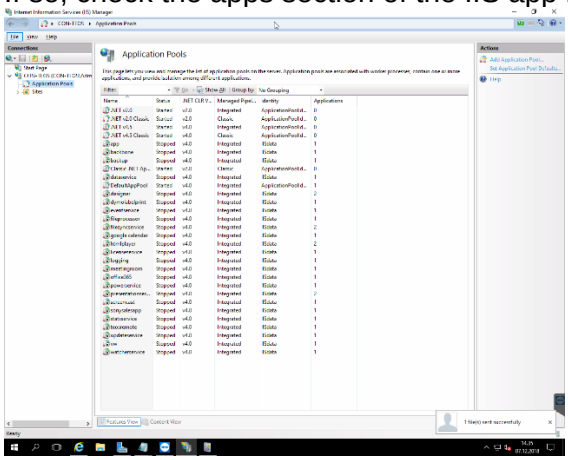
It means that the device is not responding. Please correct the network issues and try again. If the problem still persists after the network connection is reared please contact support.

1.2. AD and IIS server issues

When installing on an Active Directory controlled user you have issues after the installation to load the webpage. The following error may appear.



If so, check the apps section of the IIS app Pool.



If all stopped then try restarting the apps. If they fail to restart, then please look at either of the following solutions
Note part 1 is for user if password too short for AD policy.

The AD user needs to have write access within c:/program files/Manage for TEOS and it needs to have “logon as batch” permissions.
The setup creates a local user which can be found through computer management (Ctrl+R and enter “compmgmt.msc”)

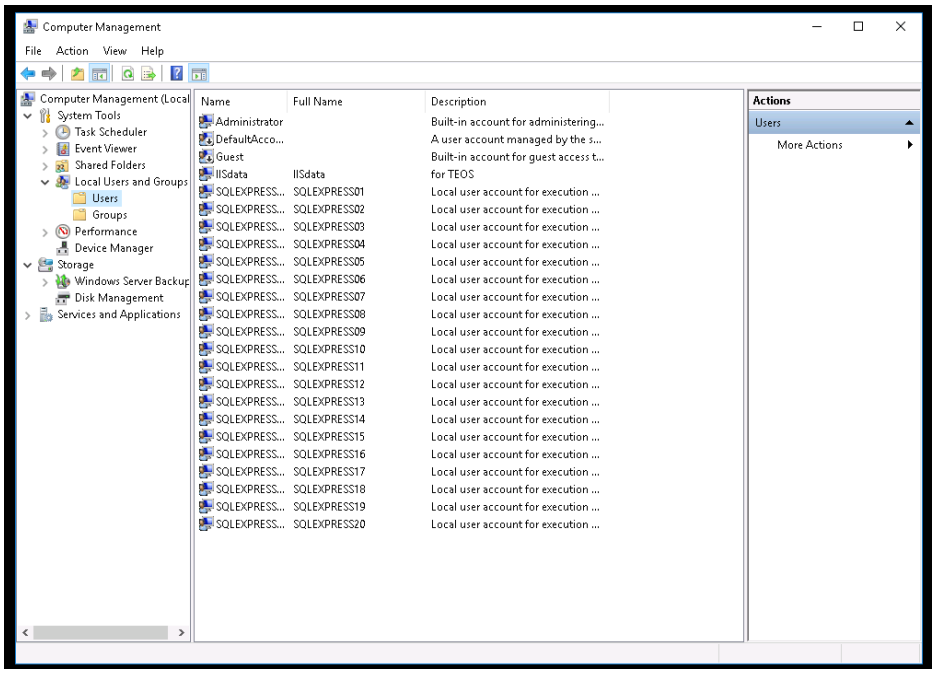
You can change the passwords for the IIS_data user, and by default it should be member of the “user” group.

After changing the Password you can download this powershell file, edit it to contain the new password, and execute it to automatically change IIS to use the new Password.
Powershell file download: https://freerkd.stackstorage.com/s/EWH7eu0X1X61qhw

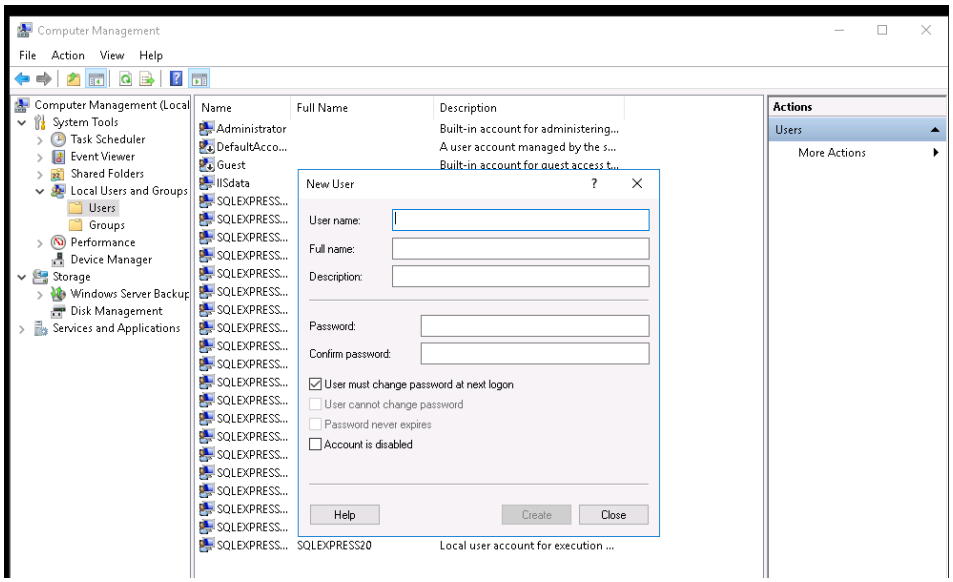
Change the file where you configure in the top the currently configured username for the Users, and below the new username/password you want to use.

```
Import-Module WebAdministration
$applicationPools = Get-ChildItem IIS:\AppPools | where { $_.processModel.userName -eq "IISdata" }

foreach($pool in $applicationPools)
{
    $pool.processModel.userName = "IISdata"
    $pool.processModel.password = "_%4l<2*G"
    $pool.processModel.identityType = 3
    $pool | Set-Item
}

Write-Host "Application pool passwords updated..." -ForegroundColor Magenta
Write-Host ""
```

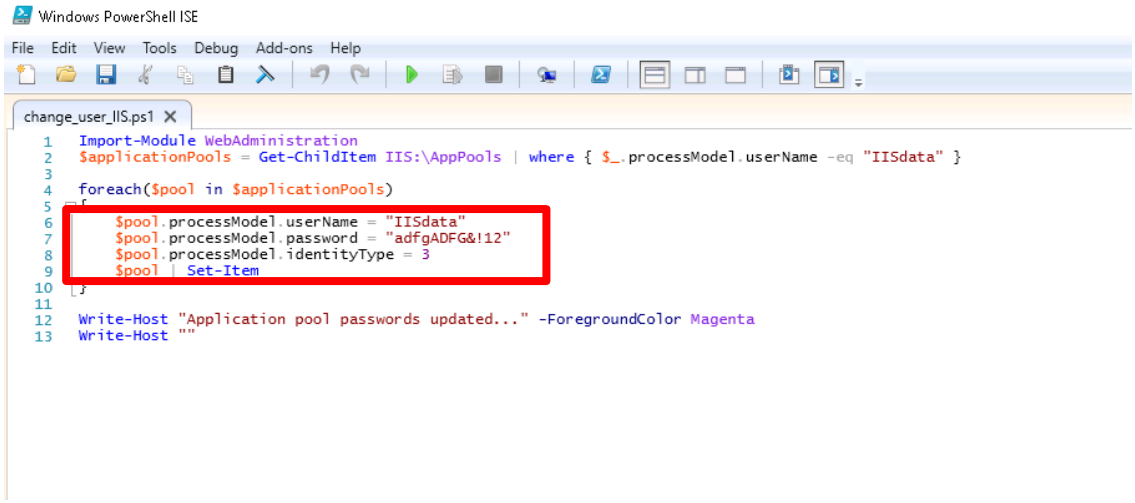
Go to Computer Management
Go to Local Users and Groups -> Users
If there is no IISdata user, create one: right click -> New User… -> User Name: IISdata, Password: choose one in accordance with customer policy



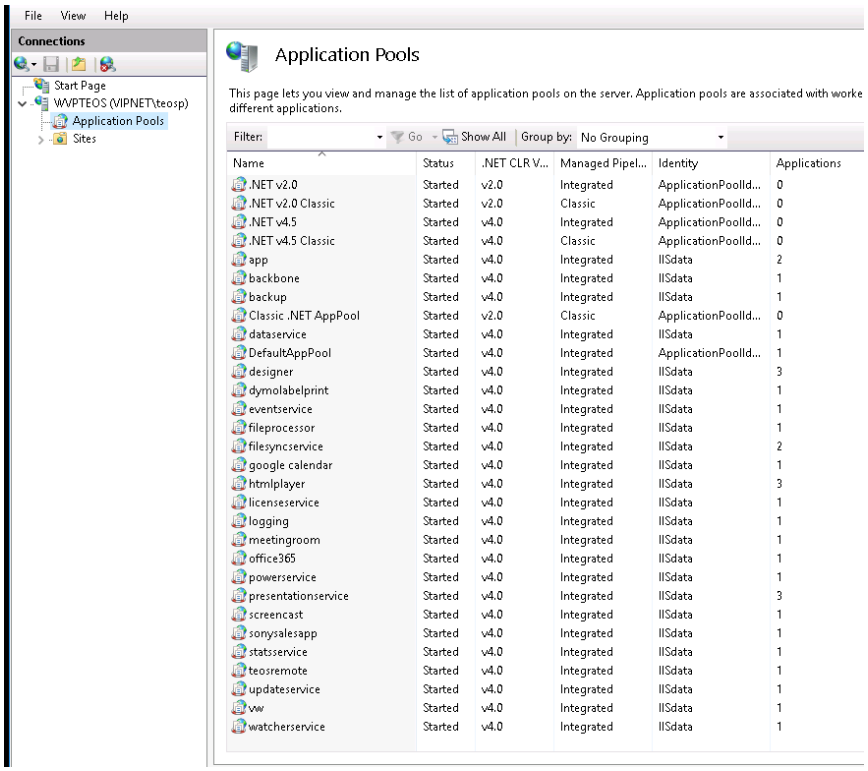
4. Select Password never expires



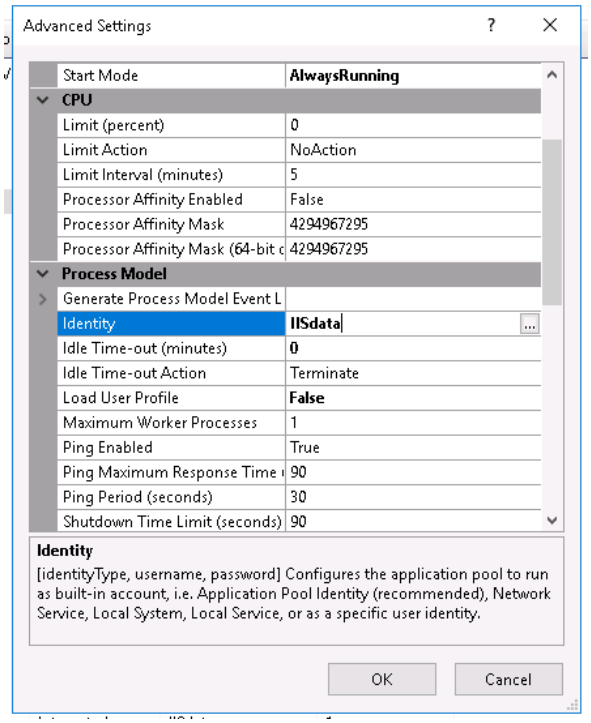
Edit the script “change_user_IIS.ps1” and change the password in line 7 with the new password as at step 3



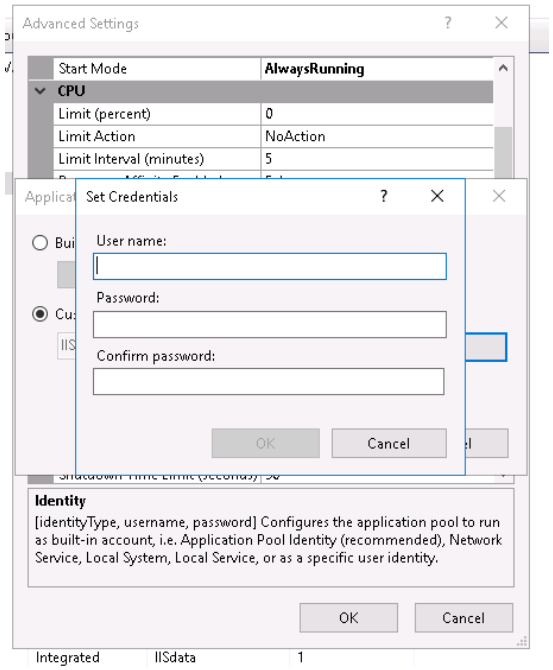
Open a Power Shell window in <u>administrator mode</u>
Type set-executionpolicy remotesigned -> Yes
Execute the script: .\change_user_IIS.ps1
Message: Application pool passwords updated… must be displayed
Open IIS
Check that all Applications can be started (and don’t stop) in Application Pools:



If it doesn't work try to change the password of one application manually by clicking right -> Advanced Settings. Go to Identity -> IISdata and click on the box with …:



Click Set…
Enter Username: IISdata and the password



If there is a message “Invalid password” go to the Co remotemputer Management -> User IISdata and check that “Account is locked out” is not ticked.
If this does not resolve the issue please request the following:
From the customer AD administrator you need to request for a user with batch login rights.

Then change the above script with the new user login details

For example:

AD administrator provides you with

Bamc\teos_service
Pswd 12345678

```
mport-Module WebAdministration
$applicationPools = Get-ChildItem IIS:\AppPools | where { $_.processModel.userName -eq "IISdata" }

foreach($pool in $applicationPools)
{
    $pool.processModel.userName = "bamc\teos_service"
    $pool.processModel.password = "12345678"
    $pool.processModel.identityType = 3
    $pool | Set-Item
}

Write-Host "Application pool passwords updated..." -ForegroundColor Magenta
Write-Host ""
```

Then carry out the process as of section 11 above.

2 FAQ – Most frequent supports

Signage being overruled but no schedule is visible in the scheduler:

It can happen that some schedules are not visible inside the scheduler, this can happen if schedules which are active for six months are longer or in case TEOS has been updated to a newer version. Please check the following database table to see all schedules in the system:

Database: SonyManagementPortal
Table: ContentSchedules

You can now filter on the presentation ID which keeps returning to the device.

Employeeapp returns an error concerning duplicate defaultconnection in web.config:

When this is the case please fill in the following line into the web.config of the backbone, this can be added inside the <connectionstrings> part, see example below:

```
<connectionStrings>
    <clear/>
  <connectiestring information>
```

TEOS – Add an internal datasource on the TEOS server:

To set-up an internal datasource on the TEOS server you can create an additional website inside IIS, for example: datasources. This should be linked to the folder where the datasources are available. Next thing to do is to add a binding, for example "*" (by default this is "Default Website", in case this is active you do not have to create an extra website). Once this has been done the file should be accessibel from your browser, try the following URL: http://<internalIPaddress>/<filename>

DNS check, how-to:

In case you suspect there are issues with the DNS records which the customer has added you can check this with command prompt, this can be done by following the below commands.

Open cmd
nslookup
Server <IPaddressofDNSserver>
designer.teosdomainname (command prompt should return an IP address in case the record exist)

http://licenseservice.teosdomainname/LicenseWebService.svc/html/jsdebug net::ERR_ABORTED 404 (Not Found)

In case the following error occurs in your console when viewing the preview of a presentation you should check if the HTTP activation feature has been installed on the server.

Server error in Application: String was not in a correct format

When this error occurs you should check the following file: C:\Program Files\TEOS Manage\www\backbone\DeviceEnergyConsumption.csv

The installed version is older than the latest version which cannot handle the new format, to fix this issue clear the content inside the file and save the file.

In case there are problems with the collation of SQL:

http://www.thesqlreport.com/?p=1688

In case there are issues opening TEOS after restoring a backup for TEOS (website is offline):
Check if there are files in your TEOS installation folders called website offline, in case these are inside the folders of your TEOS installation remove these files. They are added during the restore but probably something went wrong during the restore. After removing these files from all subfolders your TEOS installation should be working again.

When the console is returning a lot of 500 internal server requests in the browser when opening TEOS:
Check the settings for each website in IIS > Authentication, it could be that this is still set to "IUSR" and not "Application Pool Identity", in case it is "IUSR" please change to "Application Pool Identity".

In case the login screen is shown in your content creation/workspace-solutions or media and data.
Make sure the cookie has been created and added to your session in the console of your browser, in case this has not been created please check if the hostname is correct in the web.config table of the TDM Master database. In case this is correct enable "Custom Errors inside the web.config to reetreive the proper error message.

In case there are any issues with the "ScheduleService.Scheduleall" job:
Check if the job is giving any locks in the hangfire portal, this can be opened on the server by opening the following URL: http://teosdomainname/jobs. In case the job is locked please recycle the application pool of the backbone to see if this makes any difference. In case the job keeps getting locked this could be caused by an offline device which is not responding.

Exception type: Exception message: An item with the same key has already been added.
This error message is caused by a duplicate entry in the database, this concerns the database "SonyManagementPortal", table "DeviceBrands" and the entry "Sony". By removing one of these entries the problem should be fixed.

Calendar debugging:
For every calendar it is possible to do some debugging in the browser, it is possible to open the URL's from the database inside your browser: (CustomerDB > Table dbo.datasources). When you open this URL you will see the data from the datasource, for example a Office365 URL:
http://office365.<teosdomainname>/meetings.aspx?ced=<variable>=&type=<calendar>or<room>&c=<calendarname>

Good to know is that you can create an appointment for the calendar by changing the URL**,** to do this you need to change the URL. Meetins.aspx from the first URL should be changed to /element/createmeeting.aspx or /element/endmeeting.aspx to end the current meeting.

http://office365.<teosdomainname>/element/createmeeting.aspx?ced=<variable>=&type=<calendar>or<room>&c=<calendarname>

Retreive SQL connections for each database:
Query for all connections for each DB:

SELECT

```
    DB_NAME(dbid) as DBName,
    COUNT(dbid) as NumberOfConnections,
    loginame as LoginName
FROM
    sys.sysprocesses
WHERE
    dbid > 0
GROUP BY
    dbid, loginame
;
```

Query for all connections:

```
sp_who2
```

Query for finding sleeping query based on the SPID which can be retrieved with the query from above:

```
DECLARE @sqltext VARBINARY(128)
SELECT @sqltext = sql_handle
FROM sys.sysprocesses
WHERE spid = <SPIDnumber from earlier query>
SELECT TEXT
FROM ::fn_get_sql(@sqltext)
GO
```

Workaround to assign masterpage to a room booking presentation:

In case customers want to use a masterpage for a room booking presentation it is possible to assign a masterpage within the database, this can be done as followed:

Open the customer.db and then the table dbo.presentations, filter on the ID of your presentation.

The ID of your presentation can be retrieved by hoovering over the presentation name in the TEOS web interface, then retrieve the number inside the URL which is presented in the left bottom corner of your browser

Search for the specific masterpage ID (can be retrieved the same way), fill in this ID in the value: masterpage_id

Employeeapp > Acces is denied

In case you get this error after logging into the employee app please open the database: SonyManagmentPortal and the table: AspNetUsers. The following values should be set to NULL (ctrl + 0) CalendarLoginToken & CalendarType. After these have been reset you can retry to login.

In case From MRA to MRA, contentID 0 to 0, force: True is in the logging and device is not playing correct content:

Check the dbo.devices table for the value which is set in the field “Framesize” in case this is not “0” content will not be updated correctly to the screen and TEOS will think it is using MRA (could be caused by the settings which were active in TEOS 1.5.8).

Retreive application pool user/password:

```
cmd.exe /c C:\windows\system32\inetsrv\appcmd.exe list apppool "backbone"
 /text:ProcessModel.Password
```

This implementation is not part of the Windows Platform FIPS validated cryptographic algorithms:

In case this error message is given in the browser after logging into TEOS please check the following setting and in case this is enabled please disable and recycle/reset IIS application

pools.

Go to Administrative Tools > Local Security Policy > Local Policies > Security Options > System cryptography: Use FIPS compliant algorithms for encryption, hashing, and signing
Switch the flag to disabled.

Supported video specs:
For using videos we recommend the following format
We recommend a video .mp4 format with H.264 Encoding. Bitrate for the video should be max 60 Mbs/s.
For the audio in the video we recommend an AAC format with up to 6 channels and a max bitrate of 384kbps

Preview button in device management shows error message:
Changing a database value to 0 is removing the button, this because the functionality is no longer in TEOS 2.0. This can be done by doing the following steps:
Open the database: SonyManagmentPortal and the table: dbo.devices, change the value for “Content” to 0 for the device where you want to remove the preview button.

Designer login screen is being displayed:
Could be caused by wrong connection string in the 0000 – TDM Master database, in the table dbo.customers. Check this, there are two connection strings which could be wrong. Check them with the ones in the web.config

How to export reception templates:
Enter the customerDB and edit top 200 rows for dbo.templates, search for the template_id of your reception and change the reception_id to 0. This will make the template visible in content creation > templates. Once you open it here you have the possibility to export the template.

Import reception:
Collect all templates and rename them like the default templates which are installed with TEOS, create a new folder and add all .zip files. Save the preview of one of the pages and copy it to the root of the receptiontemplates folder, make sure this has the same name as the folder. You should now see the reception template when creating a new reception.

In case a database has fallen into the (Recovery Pending) status please use the following query to recover the database.
ALTER DATABASE <DBname> SET ONLINE WITH ROLLBACK IMMEDIATE

How to open the trashcan:
http://designer.<teosdomain>/4.1/pages/trashcan.aspx?lang=en&masterpage=1&basicmode=0&user=u%2buTc9QmaFTICXEXZYdK9g%3d%3d

Workflow when the add-in needs to be installed from the admin console:
In the admin center, go to the **Settings** > **Services & add-ins** page.
Select **Deploy Add-in** at the top of the page. On the overview page, select **Next**.
Select an option and follow the instructions.
A: In case you selected add through URL:
Add the following URL: https://<**teosdomainname>**/outlookaddin/TeosReception.xml
Replace <**teosdomainname>** with the appropriate hostname of your installation.
Select “Next” and then “Install”

B: In case you selected add from file:
Copy the following file from the TEOS server to your desktop:
C:\Program Files\Manage for TEOS\www\backbone\outlookaddin\TeosReception.xml

Open this file in the file explorer when you have selected “Add from file”
On the next page, select **Everyone**, **Specific users/groups** or **Just me** to specify who the add-in is deployed to. Use the Search box to find the users or groups who you want to deploy the add-in to.
Select **Deploy**.
A green tick will appear when the add-in has been deployed. You can follow the on-page instructions to test that the add-in has deployed successfully.

For more information regarding installing add-ins from the admin console please see the following URL:
https://docs.microsoft.com/en-us/office365/admin/manage/manage-deployment-of-add-ins?view=o365-worldwide
After the installation is finished you have successfully installed the add-in, the add-in can be found in the upper right corner of your Outlook menu. In case you do not see the add-in please restart Outlook.

Please notice it is also possible to open the Reception for TEOS add-in from the web interface, this can be done as followed:
Login to the web interface of Outlook (https://outlook.office365.com/)
Select an random email and hit the “More Actions” button

In this dropdown select the “Reception for TEOS” add-in

The Reception for TEOS add-in will be opened and you will be able to send invitations from the web interface. Please notice that you will have to be in the same network to be able to open the add-in, in case you try this at home which has no access to the TEOS environment the add-in will not be opened correctly.

HTTPS - Certificate Installation:

Save the certificate files that were sent, so that they are accessible from the server.
Select: **Start menu > Administrative Tools > IIS Manager**.
Choose the server name and then click: **Server Certificates**

On the right-hand side click Complete Certificate Request under Actions. A new window will open.

Navigate to the saved certificate; the standard file name follows this structure <teosdomainname>.crt.

To be able to see the file you will have to change the below option to make it visible in the file explorer.

Note: If you have purchased a certificate for which a root and intermediate certificate must be installed, it is practical to use the .p7b-file, as this installs both the root and intermediate certificates.
Enter a practical name for the **Friendly name**
such as the domain name - and click
OK. The certificate is now installed and ready to be bound to the website.

Information regarding "Room Statistics"

The "Average Summery" without any filtering is based on a three month summary of the calendars which are attached to a meeting room group, this means the statistics will count every meeting inside the attached calendars for the last three months and a total of this will be displayed in the average summary.
The meeting room activity will show the five most active meeting rooms and the least active meeting rooms, this means not all meeting rooms will be displayed in case there are more then five meeting rooms.
Please notice it is not possible to filter on specific meeting rooms, you can only filter on sites in version 2.0.17 & version 2.1.
Good to know is that a hangfire job called ScheduleService.CacheMeetingRoomMeetings will count the meetings of the datasources every hour, this information is processed on a daily base by the job called: ScheduleService.LogRoomAnalytics. This will run around midnight and will add the meetings of the day to the statistics.
The jobs can be found when opening the following URL on the TEOS server: http://<teosdomainname>/jobs
In case there are any issues regarding the statistics you could check this page to see if there are any failed jobs with these names.

Device Management - Preview button in front of device returns error message (value cannot be null)

This functionality has been removed in version 2.0, but it is possible that the button is still visible in some occasions. The button can be removed by changing a database value, to do this please follow the steps below:

Database: SonyManagmentPortal
Table: dbo.devices

In case the value for the column “Content” is not set to 0, change it to 0 for the device you want to remove the preview button.

RFID field not synced from active directory:

In case you have filled in the EmployeeNumber field for your user accounts in your active directory but they are not sycned correctly please check the following table in the database:

Database: SonyManagementPortal
Table: dbo.Settings

Please select “Edit top 200 Rows” and check if the following line is present:

NfcIdFieldnameAD	EmployeeNumber

In case this has not been added please select “SonyManagementPortal” with a right mouse click and select “New Query”. Please fill in the following query:

Please make sure there is a backup available as we are adding new features to the database, only make these changes when a valid backup is available!

USE [SonyManagmentPortal]

GO
INSERT [dbo].[Settings] ([Name], [Value]) VALUES (N'NfcIdFieldnameAD', N'EmployeeNumber')
GO

Once this has been added please wait for the sync between the Active Directory and TEOS, this will be executed every five minutes.

How To check DNS Records:

In case you suspect there are any issues with the DNS records which the customer has added you can check this with the command prompt, this can be done by following the below commands:

Retrieve DNS server IP addresses:
Open the Command Prompt (with administrator permissions if possible)
Fill in the command “ipconfig /all” to retrieve the corperate DNS servers

Check if the records reply with the correct IP address:
Once you have the IP addresses of the DNS servers you can check if the records are existing and if they reply with the correct IP address.
Fill in the following command into the command prompt: nslookup (the command prompt is returning the IP address of the DNS server which it will use for resolving the DNS records.
Fill in the URL’s for your TEOS installation, for example: designer.<teosdomainname>
In case this replies with the correct IP address the record is active and configured correctly, in case you do receive a reply but from the wrong IP address this means a mismatch in the DNS record.

In case you get the following reply the DNS record has not been created and is not active:
UnKnown can't find designer.teosdomainname: Non-existent domain
In case you suspect the issue is with the second DNS server it is possible to change the DNS server, this can be done with the following command: Server <IPaddressofDNSserver>

TEOS Web Interface - Console returns a lot of 500 internal server errors:

When you have opened the console of your browser and seeing a lot of status 500 internal server requests when logging into the TEOS web interface.

This could be caused by the IIS website configuration, please check the settings for each website in IIS > Authentication, it could be that this is still set to “IUSR” and not “Application Pool Identity”, in case it is “IUSR” please change to “Application Pool Identity”.

TEOS Web Interface - Error message: Website is offline

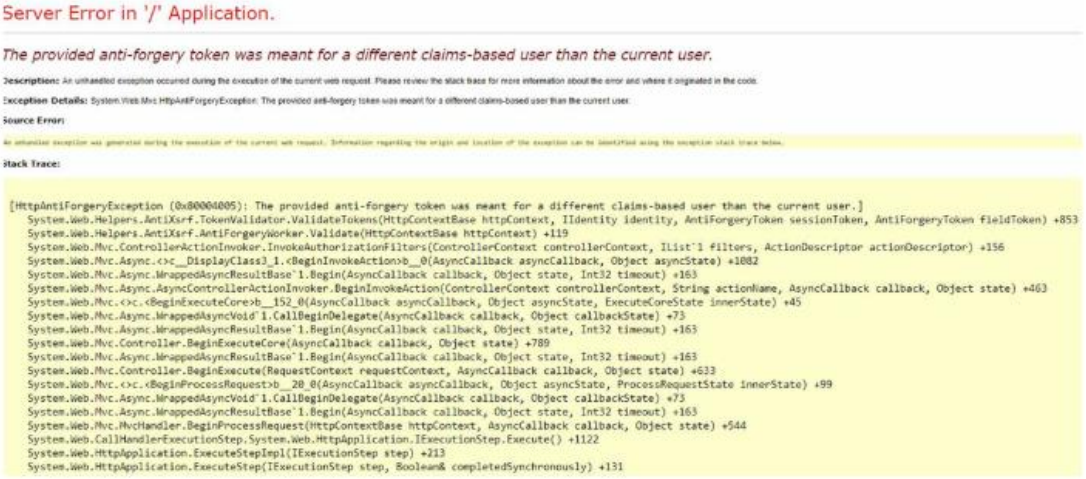
In case you have restored a back-up and see the following message after opening the TEOS web interface: Website is offline

To solve this issue please check if there are files in your TEOS installation sub folders called website_offline, in case these files are there remove them. They are added during the restore but probably something went wrong during the restore. After removing these files from all subfolders of your TEOS installation everything should be

working again. Please notice that your restore has not been completed and nothing has been restored.

TEOS Web Interface - The provided anti-forgery token was meant for a different claims-based user than the current user

In case you encounter the following error message please try and delete your session cookies, this can be done as followed:



Chrome:
Hit the F12 button in your browser and go to the “Application” tab, select “Cookies” and right mouse click the URL of your TEOS installation. Once you have done this you should see an option which is called “Clear”. Once this option has been selected your cookies should be deleted, please refresh the browser to see if the error message has been fixed.

Firefox:
Hit the F12 button in your browser and go to the “Storage” tab, select “Cookies” and right mouse clock the URL of your TEOS installation. Once you have done this you should see an option which is called “Delete all session cookies”. Once this option has been selected your cookies should be deleted, please refresh the browser to see if the error message has been fixed.

In case this is not solving your issue please try and load the TEOS web interface with another browser or in Incognito modus.

TEOS Web Interface - This implementation is not part of the Windows Platform FIPS validated cryptographic algorithms:

In case this error message is shown after opening the TEOS web interface in the browser please check the following setting:

Go to Administrative Tools > Local Security Policy > Local Policies > Security Options > System cryptography: Use FIPS compliant algorithms for encryption, hashing, and signing

In case this is enabled please disable the setting and recycle/reset IIS application pools.

How to set server permissions to use server alert from Manage for TEOS

TEOS has the possibility to send server alerts for CPU, RAM & disk space to specific contact persons, to give TEOS access to the server performance specific privileges need to be assigned to the IISdata user. If you use a different user for the application pools this user needs to be added to the group. This manual explains how these privileges can be set.

Requirements

If you want to setup the server alerts you need to meet the following requirements:
Manage for TEOS installed
Have administrator access to the TEOS server

1. Open “Run” by using the following shortcut: Windows key + R

2. Once the pop-up has been opened fill in: “netplwiz”

3. Open the tab “Advanced” and select “Advanced” in the “Advanced user management”

4. In the left window select “Groups” and after that double click “Performance Monitor Users”

5. Once opened select “Add” and in the following screen select “Advanced” > “Find Now”

6. Search for the user which is assigned to the application pools and double click the user so it will be added. In most cases this user is called: IISdata

Once added save the settings in all the pop-ups for the group and close the pop-ups. After this you have successfully given TEOS privileges to read the CPU, RAM and disk space.

SONY

For more information
visit **pro.sony/TEOS**

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