

Foxit WebPDF for SharePoint Trouble Shooting

Please read this troubleshooting guide to solve a problem if you meet the following problems.

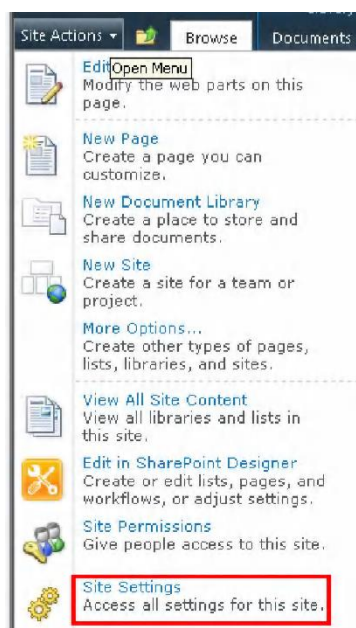
Q1. Foxit WebPDF has been successfully installed, but there is no “View by Foxit WebPDF Reader” option in the File list.

Please use following steps to make sure that the “Foxit WebPDF Reader” feature has been activated in the corresponding site collection.

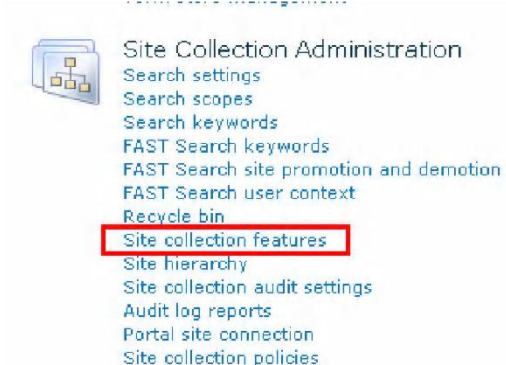
First, you should visit the website which needs to enable Foxit WebPDF Reader.

Take “Test2” website for instance, you can follow the steps below to enable Foxit WebPDF Reader.

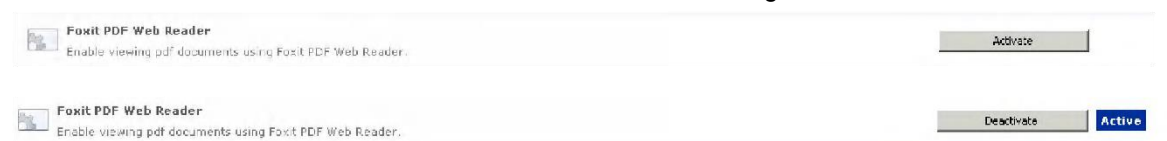
- Visit the Homepage of “Test2” website, select “Site Actions” and click “Site Setting” from the drop-down menu.



- Click “Site Collection Features”.



- Check whether “Foxit WebPDF Reader” has been activated. If not, click “Activate” to activate it. If it has been activated, reactivate the feature again.



- You can also use PowerShell to activate the “Foxit WebPDF Reader” in site collection.
-For SharePoint 2010

```
$webAppsFeatureId = $(Get-SPFeature -limit all | where {$_.displayname -eq  
"Foxit.WebReader.Sharepoint_SPFoxitWebReaderMain"}).Id  
Get-SPSite-limitALL|foreach{Enable-SPFeature$webAppsFeatureId-url$_.URL }
```

-For SharePoint 2013

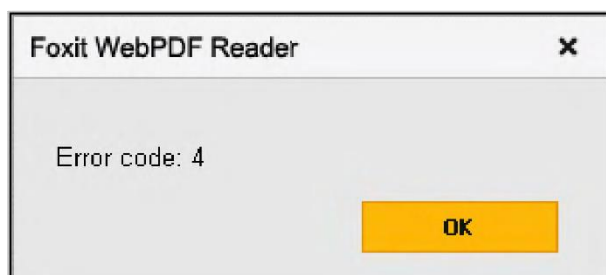
```
$webAppsFeatureId = $(Get-SPFeature -limit all | where {$_.displayname -eq  
"Foxit.WebReader.Sharepoint.2013_SPFoxitWebReaderMain"}).Id  
Get-SPSite-limitALL|foreach{Enable-SPFeature$webAppsFeatureId-url$_.URL }
```

Q2. When opening a PDF file via WebPDF Reader, a dialog (as shown below) pops up, how to solve it?



1. Make Sure the SharePoint Session is in the **started** status.
Open "SharePoint Management Shell" tool, input "Get-SPSessionStateService" and press Enter, if the value of "Enabled" column is "True", it means Session service has been turned on. Otherwise use the command "Enable-SPSessionStateService" and follow the prompts to turn on the Session services.
2. Make sure the service instances of “Foxit WebPDF Reader Conversion Service” are started in at least one application server in the server farm. [How to manage service.](#)
3. Make sure all the relative service applications and proxies of Foxit WebPDF Reader (including service application of “Foxit WebPDF Reader Conversion” and service application proxy of “Foxit WebPDF Reader Conversion”) have been created, and are in the **started** status;
4. Check the log information of “Foxit WebPDF Reader for SharePoint”, and find out the error information.

Q3. When opening a PDF file via WebPDF Reader, a dialog (as shown below) pops up, how do you solve it?



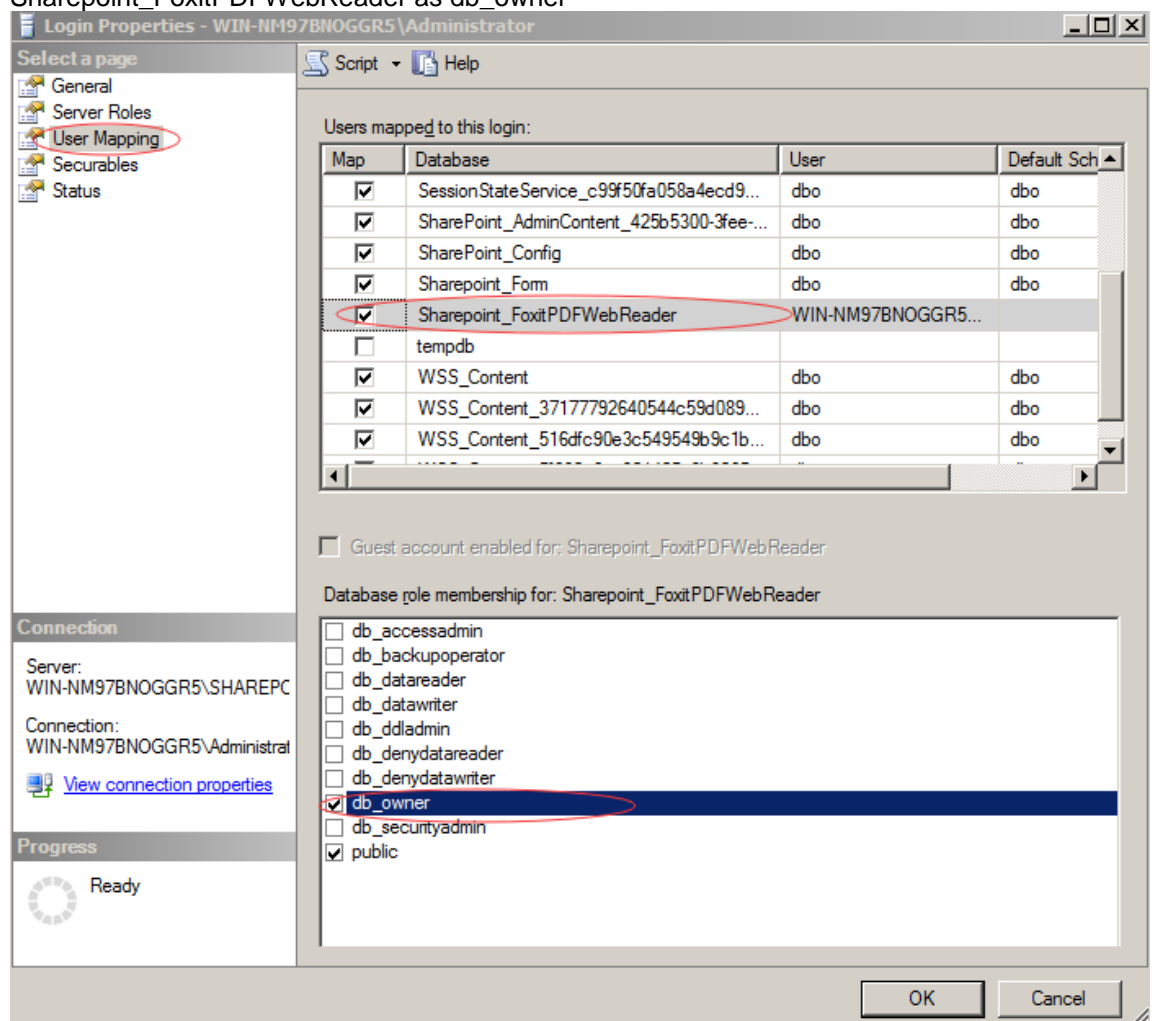
1. Make sure the service instances of “Foxit WebPDF Reader”
2. Web Reader Conversion Service” are started in at least one application server in the

server farm. [How to manage service.](#)

3. Make sure all the relative service applications and proxies of Foxit WebPDF Reader (including service application of "Foxit WebPDF Reader Conversion" and service application proxy of "Foxit WebPDF Reader Conversion") have been created, and are in the **started** status;
4. Make sure COM component has been installed successfully;
5. Check the log information of "Foxit WebPDF Reader for SharePoint", and find out the error information.
6. If the Authentication is Windows authentication and log information (in "C:\FoxitWebReaderLog\Service") shows:

- Unexpected exception while processing conversion request. Query string: B600CA61-977A-4936-A61E-67091D3EF3E61_v2.0_mainfestv2. IBatisNet.Common.Exceptions.IBatisNetException: Error executing query 'Foxit.WebReader.Common.Dao.IBatis.Mssql.GenericDaoIbatis.ConversionTask.findByParam' for SelectByParam. Cause: Unable to open connection to "Microsoft SQL Server, provider V2.0.0.0 in framework .NET V2.0". ---> IBatisNet.DataMapper.Exceptions.DataMapperException: Unable to open connection to "Microsoft SQL Server, provider V2.0.0.0 in framework .NET V2.0". ---> System.Data.SqlClient.SqlException: Cannot open database "Sharepoint_FoxitPDFWebReader" requested by the login. The login failed. Login failed for user 'NT AUTHORITY\NETWORK SERVICE'.

Then log in database in SQL Server Management Studio, and find Security-logins
-> NT AUTHORITY\NETWORK SERVICE -> right click properties -> select
Sharepoint_FoxitPDFWebReader as db_owner



Q4. When opening a PDF file via WebPDF Reader, a dialog (as shown below) pops up, how do you solve it?



1. Make sure the service instances of "Foxit WebPDF Reader Conversion Service" are started in at least one application server in the server farm. [How to manage service.](#)
2. Make sure all the relative service applications and proxies of Foxit WebPDF Reader (including service application of "Foxit WebPDF Reader Conversion" and service application proxy of "Foxit WebPDF Reader Conversion") have been created, and are in the **started** status;
3. Check the log information of "Foxit WebPDF Reader for SharePoint", and find out the error information.

Q5. When opening a PDF file via WebPDF Reader, a dialog (as shown below) pops up, how do you solve it?



1. Make sure the service instances of "Foxit WebPDF Reader Conversion Service" are started in at least one application server in the server farm. [How to manage service.](#)
2. Make sure all the relative service applications and proxies of Foxit WebPDF Reader (including service application of "Foxit WebPDF Reader Conversion" and service application proxy of "Foxit WebPDF Reader Conversion") have been created, and are in the **started** status;
3. If there is no error in the above two steps, please restart the IIS server, and then try

again;

4. Check the log information of "Foxit WebPDF Reader for SharePoint", and find out the error information.

Q6. How to make "Foxit WebPDF Reader Conversion Service" works on the new added application server in the SharePoint farm?

Run the following PowerShell command to install "Foxit WebPDF Reader Conversion Service" in the new application server:

```
New-FoxitConversionServiceInstance [-Provision] <Boolean>
```

"Foxit WebPDF Reader Conversion Service" will be installed and started if Provision value is 1.

Q7. When opening a PDF file via WebPDF Reader, a dialog showing "Failed to load file" pops up, how do you solve it?

Check if you are in the following situation:

1. Your server is SharePoint 2010 Foundation, and WebPDF for SharePoint is 2.0.1 version.
2. The server-end log file where you can find in: "C:\FoxitWebReaderLog\Service" shows message like this:

[Logger Start]

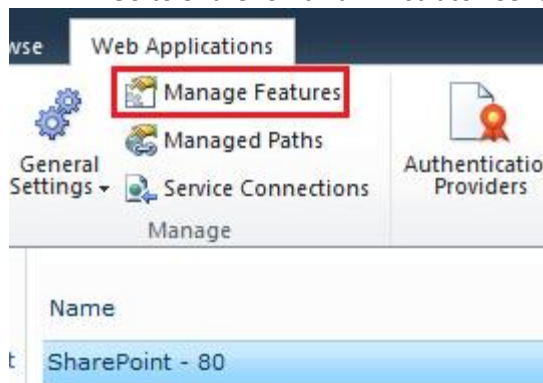
2014-12-15 12:48:38,588 [8] ERROR FoxitWebReader WFE [(null)] - The session state service has not been enable.

System.InvalidOperationException: Operation is not valid due to the current state of the object.

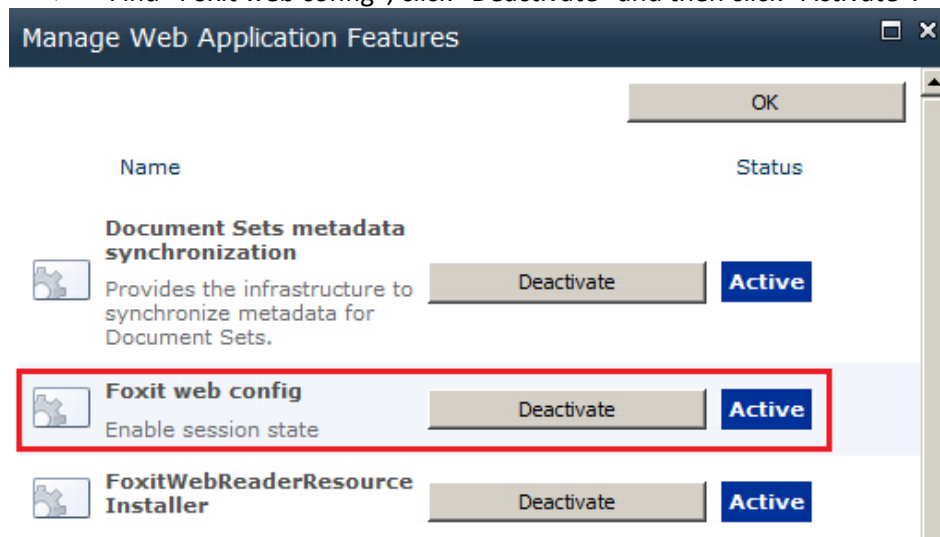
[Logger End]

It means that the session has not been started. Please follow the steps below to start the session.

- Go to SharePoint Administrator Center > Web Applications > Manage Features.

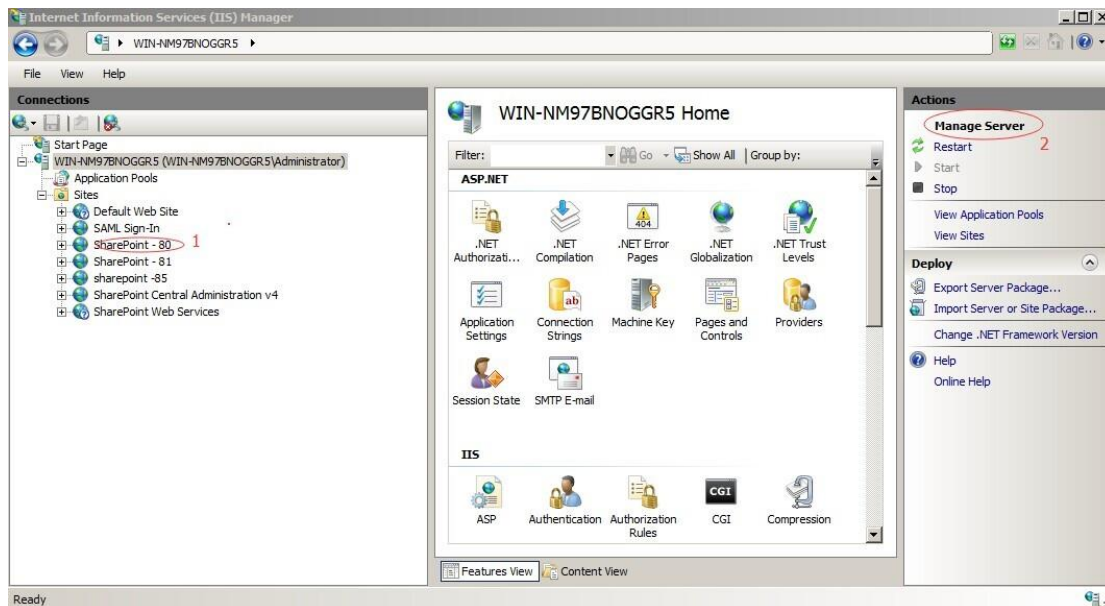


- Find "Foxit web config", click "Deactivate" and then click "Activate".

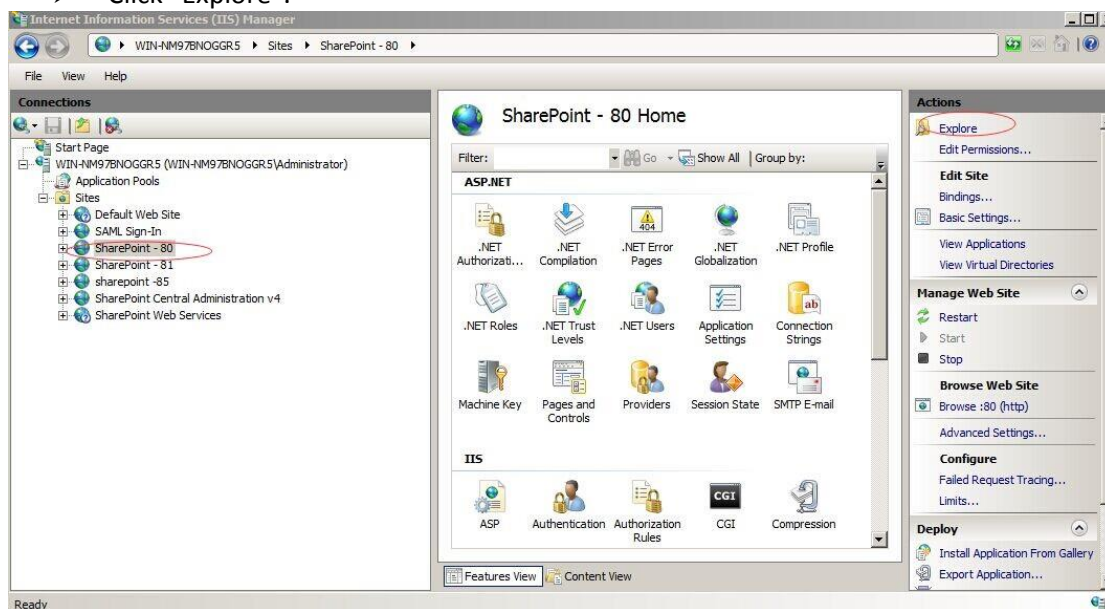


If this does not work, try the following steps:

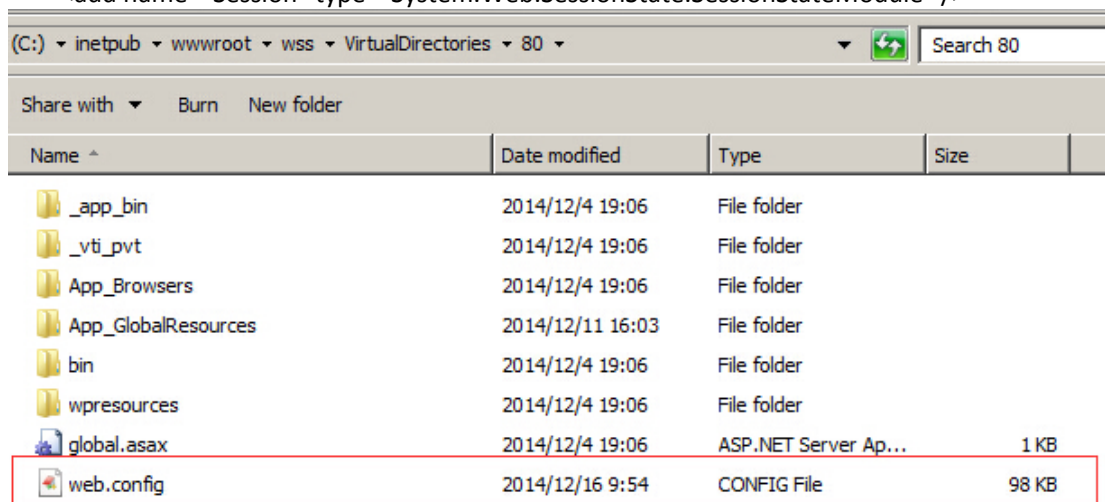
- Open your IIS manager and then open the relevant web app.



➤ Click "Explore".



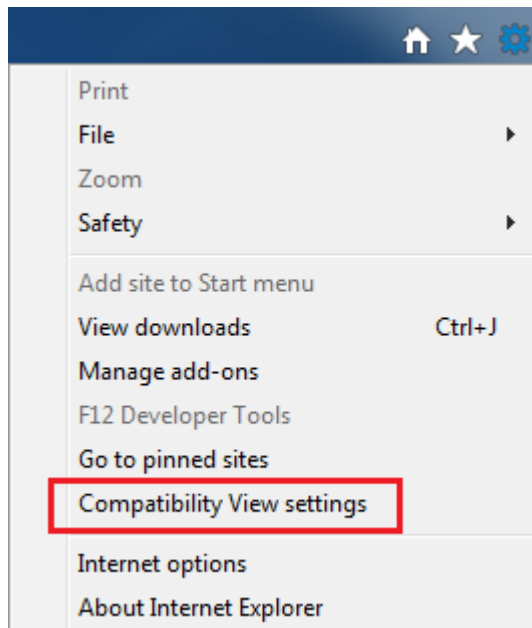
➤ Find "web.config", and add the following in <modules> of "web.config":
`<add name="Session" type="System.Web.SessionState.SessionStateModule" />`



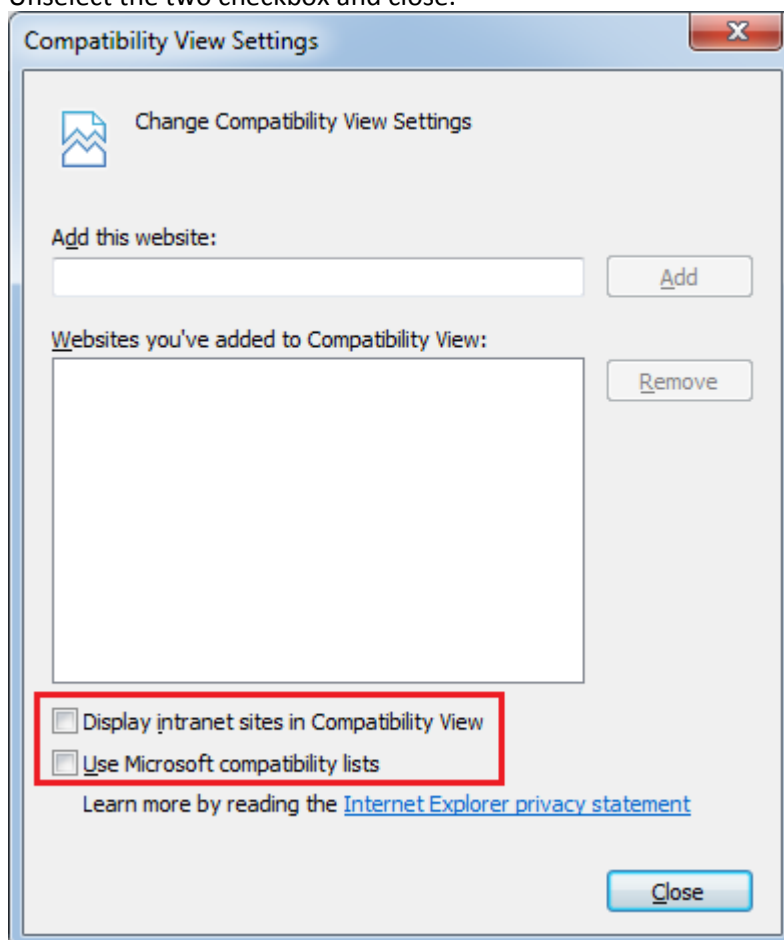
Make sure that all related web applications' web.config files have been modified.

Q8. When opening a PDF file via WebPDF Reader, users can not edit text after select the text in IE browser, how do you solve it?

Open Compatibility View settings

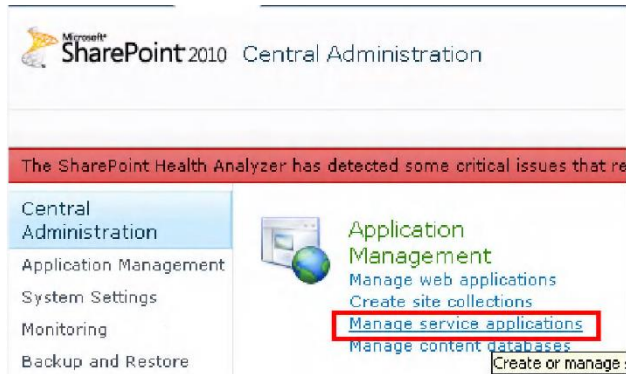


Unselect the two checkbox and close.

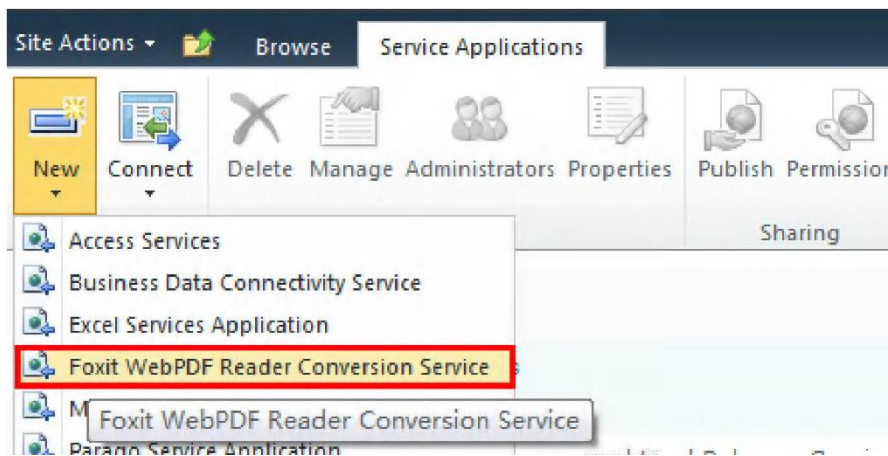


Appendix 1: How to create “Foxit WebPDF Reader Conversion Service”

- Visit SharePoint 2010 Central Administration. Click “Manager Service Applications” under “Application Management”.



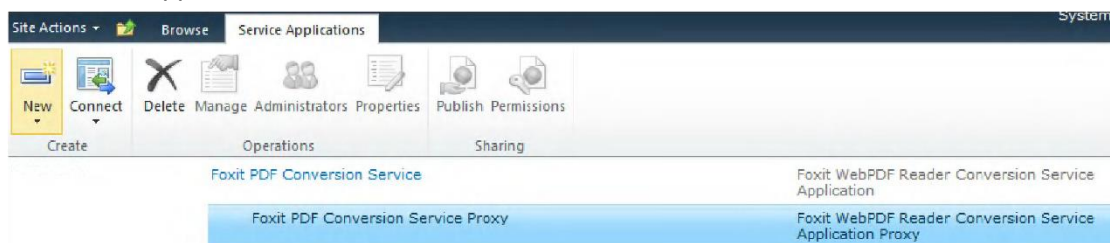
- Click “New” on the toolbar, select “Foxit WebPDF Reader Conversion Service” from the drop-down menu.



- The “Create New Foxit WebPDF Reader Conversion Service Application” dialog box pops up,
 - ✉ In the “Name” field, input a Service name as you like.
 - ✉ In the “Application Pool” option, choose “Use existing application pool” or “Create new application pool”.

- ✉ For the “Add to default proxy list” option, check “Add this service application’s proxy to the farm’s default proxy list” option.

After the above settings are applied, you can find the “Foxit PDF Conversion Services” listed in the Service Application list.



- Alternatively, you can also use the PowerShell command to create “Foxit PDF Conversion Service” and “Foxit PDF Conversion Service Proxy”.

```
$appPool = Get-SPServiceApplicationPool -Name "SharePoint Web Services Default"
New-FoxitConversionServiceApplication -Name "Foxit PDF Conversion Service App"
-ApplicationPool $appPool | New-FoxitConversionServiceApplicationProxy -Name "Foxit
PDF Conversion Service App Proxy"
```

Note: For the “\$appPool”, you can choose an existing application pool or create a new one.

Manage Services on Server

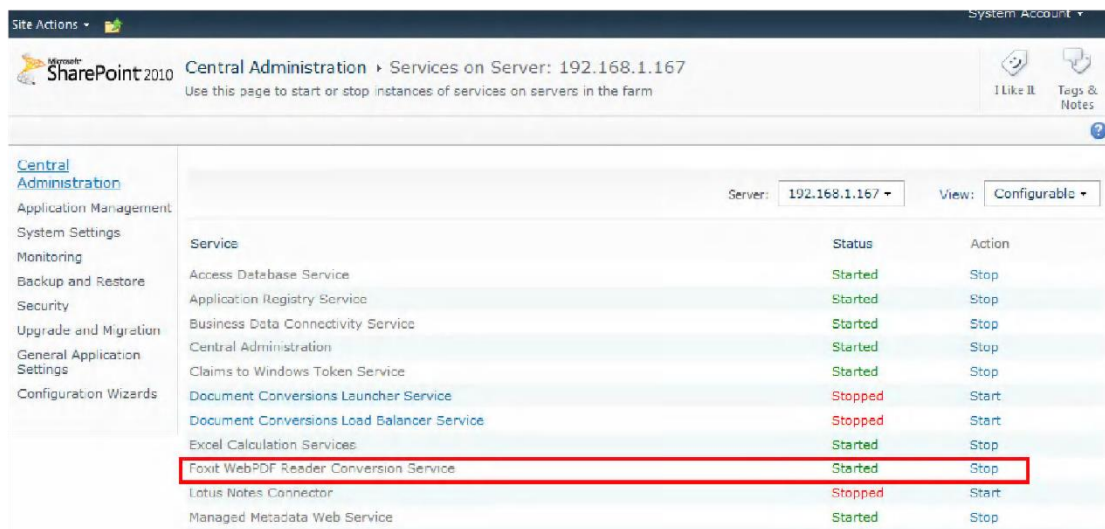
- Visit SharePoint 2010 Central Administration, click “Manage service on server” under “System Settings”.



- Start “Foxit WebPDF Reader Conversion Service” if it is in the stopped status.

If there is no Foxit WebPDF Reader Conversion Service in the list, use below PowerShell command to install.

New-FoxitConversionServiceInstance



- You can also use PowerShell command to start “Foxit WebPDF Reader Conversion Service”.

```
$machinesToActivate = @("<servername>")
$serviceInstanceNames = @("Foxit WebPDF Reader Conversion Service")
foreach ($machine in $machinesToActivate)
{
    foreach ($serviceInstance in $serviceInstanceNames)
    {
        $serviceID = $(Get-SPServiceInstance | where {$_.TypeName -match $serviceInstance} | where {$_.Server -match "SPServer Name="+$machine}).ID
        Start-SPServiceInstance -Identity $serviceID
    }
}
```

Note: The “\$machinesToActivate” refers to the list of servers whose service are to be started. Use a comma to separate each item.

Appendix 2: Common error log information

```
2013-09-17 11:05:41,419[13]ERRORFoxitWebReaderService[(null)]-Sessiondoesnotenable:  
System.InvalidOperationException:Operationisnotvalidduetothe currentstateoftheobject.
```

The above information indicates that SharePoint Session service is turned off. You need to start the service to use Foxit WebPDF Reader.

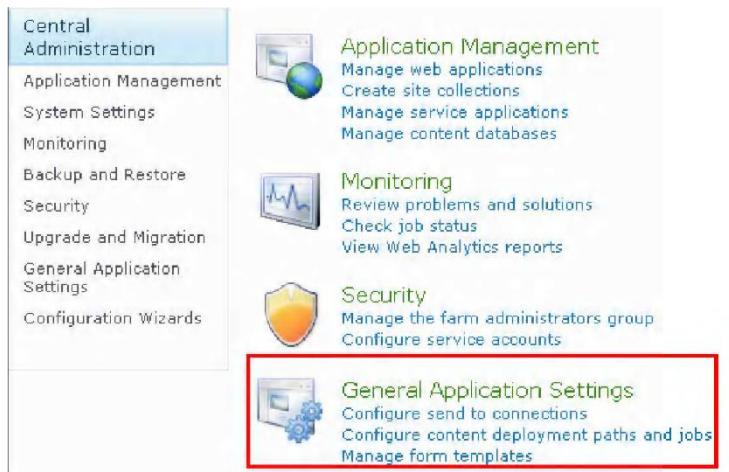
```
2013-09-17 10:58:39,632[4]ERRORFoxitWebReaderService[(null)]-Anexceptionoccursin  
ConversionServiceClient::ProcessRequest.  
Microsoft.SharePoint.SPEndpointAddressNotFoundException:Therearenoaddressesavailableforthis  
application.
```

Above log message indicates that the Web front end cannot connect to "Foxit WebPDF Reader Conversion Service". Make sure the service instances of "Foxit WebPDF Reader Conversion Service" are started in at least one application server in the server farm, if it's already started, restart IIS and then try again.

```
2013-09-17 09:56:01,523[16]ERRORFoxitWebReaderService[(null)]-Anexceptionoccursin  
ViewHandler::BeginGetData,docId:4e6ba011-7008-456c-9cac-aba4c2b73c78,querystring:4E6BA011-70  
08-456C-9CAC-ABA4C2B73C784_bgimg_1_1_1.  
IBatisNet.Common.Exceptions.IBatisNetException:Errorexecutingquery  
'Foxit.WebReader.Common.Dao.IBatis.Mssql.GenericDaoIbatis.ConversionTask.findiParam'for  
SelectByParam. Cause:Unabletoopenconnectionto"MicrosoftSQLServer,providerV2.0.0.0in  
framework.NETV2.0".--->IBatisNet.DataMapper.Exceptions.DataMapperException:Unabletoopen  
connectionto"MicrosoftSQLServer,providerV2.0.0.0inframework.NETV2.0".--->  
System.Data.SqlClient.SqlException:Anetwork-relatedorinstance-specificerroroccurredwhile  
establishingaconnectiontoSQLServer.Theserverwasnotfoundorwasnotaccessible.Verifythatthe  
instancenameiscorrectandthatSQLServerisconfiguredtoallowremoteconnections.(provider:  
NamedPipesProvider,error:40-CouldnotopenaconnectiontoSQLServer)
```

The above log information indicates that the connection to Foxit WebPDF Reader database failed, use the following steps to configure the database, and then restart IIS.

- Visit SharePoint 2010 Central Administration and then click "General Application Setting".



- Click “Database configuration” under “Foxit WebPDF Reader Global Configuration”.

- Input the database server instance in “Database Server”, Database Name in “Database Name” and the account name and password of the database in “Account” and “Password” respectively (please make sure the database is in the database server).
- Click “OK” to finish and go back to the main page.

```
2013-09-17 11:00:51,063[STPSmartThreadPoolThread#1]ERRORFoxitWebReaderService[(null)]-
GetDocMainfestException:
System.Runtime.InteropServices.COMException(0x80004027):RetrievingtheCOMclassfactoryfor
componentwithCLSID{D017DC69-1B40-4FE1-AF68-361F627B0140}failedduetothefollowingerror:
80004027.
atFoxit.HtmlReader.BLL.CallDII.FXPDF2ImgWrapper..ctor()
atFoxit.WebReader.Conversion.Framework.PDFConversionHandler.GetDocMainfest(TaskContext
taskContext,DocMainfestRequestrequest,ConversionResponse&outResponse)
```

The above log information indicates that the connection to Foxit Com component failed. Please make sure the COM component has been installed on the current server. To check whether the COM components have been installed in the server, use the PowerShell

command:
Test-SPFoxitComs

```
2013-10-26 11:22:22,042[49]ERRORFoxitWebReaderWFE[null]-Unexpected exception while calling  
method 'ConversionServiceClient::ProcessRequest'.  
System.ServiceModel.ServiceActivationException: There requested service,  
'http://192.168.1.170:32843/18d441fc076f4b34b45040f15f1a087d/FoxitWebReaderService.svc' could not be  
activated. See the server's diagnostic trace logs for more information.
```

The above log information indicates the free memory is less than 5% of total in the sever. (In SharePoint 2013) In this case, you have to free the load of server.

Open "http://192.168.1.170:32843/18d441fc076f4b34b45040f15f1a087d/FoxitWebReaderService.svc" above, you will see information like following.

Server Error in '/18d441fc076f4b34b45040f15f1a087d' Application.

Memory gates checking failed because the free memory (296706048 bytes) is less than 5% of total memory. As a result, the service will not be available for incoming requests. To resolve this, either reduce the load on the machine or adjust the value of minFreeMemoryPercentageToActivateService on the serviceHostingEnvironment config element.

Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

Exception Details: System.OutOfMemoryException: Memory gates checking failed because the free memory (296706048 bytes) is less than 5% of total memory. As a result, the service will not be available for incoming requests. To resolve this, either reduce the load on the machine or adjust the value of minFreeMemoryPercentageToActivateService on the serviceHostingEnvironment config element.

Source Error:

An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below.

Stack Trace:

```
[InsufficientMemoryException: Memory gates checking failed because the free memory (296706048 bytes) is less than 5% of total memory.  
System.ServiceModel.Activation.ServiceMemoryGates.Check(Int32 minFreeMemoryPercentage, Boolean throwOnLowMemory, UInt64  
System.ServiceModel.HostingManager.CheckMemoryCloseIdleServices(EventTraceActivity eventTraceActivity) +66  
System.ServiceModel.HostingManager.EnsureServiceAvailable(String normalizedVirtualPath, EventTraceActivity eventTraceActivity) +166  
]  
[ServiceActivationException: The service '/18d441fc076f4b34b45040f15f1a087d/FoxitWebReaderService.svc' cannot be activated.  
System.Runtime.AsyncResult.End(IAsyncResult result) +650220  
System.ServiceModel.Activation.HostedHttpRequestAsyncResult.End(IAsyncResult result) +210733  
System.Web.AsyncEventExecutionStep.OnAsyncEventCompletion(IAsyncResult ar) +166  
]
```