

# SiteKiosk Online Server Installation and Update Guide

This guide contains information about PROVISIO's SiteKiosk Online Server software. The server version of SiteKiosk Online lets you manage your team account(s) and their client machines from your own server.

## General notes

1. Prior to installation, make sure that the system meets the system requirements (see below).
2. Make sure that you have local administrator rights on the target computer when you install SiteKiosk Online.
3. Confirm that there are no restrictions to the local administrator or domain administrator accounts.
4. When creating a new installation, make sure that the users SITEREMOTE, SITEREMOTEADMIN and SITEREMOTECMS do not already exist before starting the installation (Does not apply to the update installation).
5. General note about the user accounts SITEREMOTE, SITEREMOTEADMIN and SITEREMOTECMS: The users SITEREMOTE, SITEREMOTEADMIN and SITEREMOTECMS are for internal use only (e.g. for accessing the SQL database, starting/using the SiteKiosk Online Server service). These local user accounts will be created during the installation of SiteKiosk Online and are assigned a random password.

By default, the password(s) will be generated using 15 random letters (upper/lower case), special characters and numbers, which is in line with the strong password policy of Windows.

The password(s) for the users SITEREMOTE, SITEREMOTEADMIN and SITEREMOTECMS do not need to be known or changed because there is no need to log in manually using either user. If you still want to change the passwords, ONLY change them using the SiteKiosk Online Server Configuration Tool. Do not use the Windows user management for this purpose.

6. Aside from making sure to meet the system requirements, it is recommended to install SiteKiosk Online Server on a dedicated server system that uses a default Windows Server installation and to not make any changes to the default policies of Windows.

### 7. Note if using a self-signed certificate for the SiteKiosk Online web page:

For using SiteKiosk Online with a self-signed certificate you also need to install the self-signed certificate as a "Trusted Root CA" on the machine from where you login to your SiteKiosk Online team or use the SiteKiosk Online client, WebDAV (accessing a team folder using Windows Explorer) or the Remotelnput Client.

## System Requirements

### Server Software

- Windows Server 2019/2022/2025 64Bit
- IIS 10 with [ARR](#) and [IIS URL Rewrite 2.x](#)
- .NET Framework 4.8 and [ASP.NET Core Runtime Windows Hosting Bundle 8.0.18](#)
- MS SQL Server 2019/2022/2025 Express/Standard/Enterprise
- SMTP Server
- SSL-Certificate

### Restrictions

- static IP address is required (applies to server only)
- SMS provider: currently only available from ([www.mobilant.de](http://www.mobilant.de), [www.clickatell.com](http://www.clickatell.com))

Otherwise you might get an error message.

If you encounter any problems during or after installation of SiteKiosk Online server please also check the section [SiteKiosk OnlineServerTroubleshooting](#) for more information.

**8. Backup:** Generally PROVISIO advises to use the more comprehensive SQL Server Management Studio to configure the backup of the SiteKiosk Online database for the machine data instead of using the simple backup feature in the SiteKiosk Online Server Configuration tool. For more information, see <http://msdn.microsoft.com/en-us/library/ms189621.aspx>. Please note that we cannot provide further support for this as it applies to Microsoft SQL server.

The projects data uses MongoDB. Please use the SiteKiosk Online Server Configuration Tool to make the backup settings.

We recommend to take the SQL and MongoDB backups at similar times.

The folder ..\PROVISIO\SiteKiosk Online Server\Common should also be part of a backup strategy.

For more information, also see the [SiteKiosk Online Backup and Restore information](#) at the end of this PDF.

**Note:** Every SQL database has at least one transaction log file. This file contains information necessary to restore the SQL database. To make sure that the transaction log(s) don't become too large also review the recovery mode settings: <http://msdn.microsoft.com/en-us/library/ms189275.aspx>.

**9. LDAP and Entra ID user mapping is available for authentication.** More information can be found here: [https://www.sitekiosk.com/sitekioskonline/server/Using\\_External\\_User\\_Authentication\\_in\\_SiteKiosk\\_Online.pdf](https://www.sitekiosk.com/sitekioskonline/server/Using_External_User_Authentication_in_SiteKiosk_Online.pdf)

**10. Microsoft Azure:** SiteKiosk Online can run on Microsoft's Azure platform. Please note that you will install SQL Server as part of a Windows Server virtual machine. You only need to ensure that the virtual machine meets the system requirements for SiteKiosk Online. You cannot use instances of the individual executable SQL Azure databases.

### Minimum Server Hardware Requirements

- 2 GHz multi-core processor
- 4 GB of RAM
- 50 GB of hard drive space (10 GB per 100 machines)

### Reference System sitekiosk.online

- 16-Core 2,1 GHz
- 32 GB of main memory
- 3x 1,8 TB SSD hard drive

### Required Ports

- <https://www.provisio.com/en-EN/CustomSupportCenter/ArticleDetails.aspx?ArticleID=25854>

## SiteKiosk Online Installation Instructions

**Please note:** You will need detailed knowledge on how to set up and configure a Windows server. Paid support is available on request.

Please follow these instructions to install the software.

1. Begin by installing Windows Server and follow the installation instructions provided by that software. Once you have completed the installation, run Windows Update and install all updates available for this product.

The name of the Computer must not be SITEREMOTE or SITEREMOTEADMIN or SITEREMOTECMS.

2. Install IIS via the Roles management. Make sure to tick the additional IIS-related role services for HTTP Redirection, Windows Authentication, WebSocket Protocol and ASP.NET 4.7 support. Install [ASP.NET Core Windows Hosting Bundle 8.0.10](#), [ARR](#) and [IIS URL Rewrite 2.x](#) afterwards. The applications must not be installed prior to the IIS.

3. Proceed by installing MS SQL Server including all available updates and service packs. Please also install the Integration Services of SQL Server and make sure the user you install SiteKiosk Online with has administrative rights for it. During installation, please select "Windows Authentication" as the authentication mode (see [page 3](#) for different installation scenarios). When finished with the installation, make sure the SQL server is in working order. Please note [this information](#) when using multiple SQL versions on the same server.

4. Next proceed with installing the SiteKiosk Online Server software. Execute the installer and follow the instructions on the screen.

5. After the installation a small configuration dialog opens automatically. You need to select an https certificate for the SiteKiosk Online web site. Either select an existing certificate or generate one yourself. The self generated certificate can be replaced later on with another(official) one if required.

On the second page (use the Next button) you can configure simple backup and restoration tasks.

The third page allows you to add Windows users, that can access the server administration pages.

On the fourth page you can setup the weather API key. con The World Weather Online API key is optional and only required if you want to display weather data.

In any case close that dialog now by using the "Apply" button.

6. Read the SiteKiosk Online Server Admin Guide ([http://www.provisio.com/Download/brochures/Siteremote\\_Admin\\_Guide\\_en.pdf](http://www.provisio.com/Download/brochures/Siteremote_Admin_Guide_en.pdf)) to learn how to obtain your license key, create teams etc.

## Updating SiteKiosk Online Server

**Please note:** A valid license is required when updating to the latest version of SiteKiosk Online. Installation and configuration require advanced knowledge of Windows Server setup. If you require assistance, paid support services are available upon request.

**Please follow these instructions to update the software.**

1. Make a backup of the SiteRemoteBackendServer database using for example the SQL Server Management Studio. Backup the projects database by using the SiteKiosk Online Server Configuration Tool.

2. Please make sure that the compatibility level of the database is set to SQL Server 2012 or higher. The setting can be found in the SQL Server Management Studio by selecting the properties of the database and going to options. Usually this setting does not need to be changed.

3. Create a copy of the folders "PROVISIO\SiteKiosk Online Server\Common" and "PROVISIO\SiteKiosk Online Server\Config" (including their subfolders). In the case that you made individual changes to strings of the SiteKiosk Online server, export the strings, otherwise your changes will be overwritten. You can find the export feature on the strings pages in the administration section of your SiteKiosk Online server. There you can also import your strings again after the update.

4. Now is the time to install the SiteKiosk Online Server software over the existing installation. Execute the installer and follow the instructions on the screen. **Important:** Make sure to use the same settings as with the existing installation.

5. After the installation a small configuration dialog opens automatically. You need to select an https certificate for the SiteKiosk Online web site. Either select an existing certificate or generate one yourself. The self generated certificate can be replaced later on with another(official) one if required.

On the second page (use the Next button) you can configure simple backup and restoration tasks.

The third page allows you to add Windows users, that can access the server administration pages.

On the fourth page you can setup the weather API key. The World Weather Online API key is optional and only required if you want to display weather data.

In any case close that dialog now by using the "Apply" button.

6. After the installation process is finished go to the Settings page of the SiteKiosk Online Administration interface. Most of the settings have been overwritten with the new SiteKiosk Online default values and need to be configured again.

Please note that the statistics on the terminal overview and statistics pages will be reset after the update but you still can use reports to get this information.

## Installation Scenarios with SiteKiosk Online (using the default Webpage in IIS)

When updating SiteKiosk Online, make sure to use the same settings as with the existing installation.

### 1. SiteKiosk Online with a local SQL Server (Standard)

Do a "Default" installation and follow the onscreen instructions.

### 2. Installing SiteKiosk Online with local SQL EXPRESS Server (installed before the SiteKiosk Online Server)

Do a "Custom" installation.

During the installation choose the correct path to the SQL EXPRESS database (Database Server: "(local)\SQLEXPRESS").

### 3. Installing SiteKiosk Online with external SQL Server

Generally you have to enable the SQL authentication of SQL Server and configure an associated SQL user with corresponding access rights. Do not create the database, this will be done by the installer.

Also keep in mind the firewall settings on your machines (TCP port 1433 <http://technet.microsoft.com/en-us/library/cc646023.aspx>) and furthermore make sure that you have enabled the remote connections in your SQL server settings (<https://docs.microsoft.com/en-us/sql/database-engine/configure-windows/configure-the-remote-access-server-configuration-option?view=sql-server-2017>).

With an external SQL database you have to create an SQL user manually before installing SiteKiosk Online (SQL authentication) or just activate and use the default SQL user "sa".

The SQL user should have full access to the SQL DB instance to be able to create the SiteRemoteBackEndServer Database and to fill the tables during the installation. The SQL user needs at least these rights on the external SQL Server:

Server Roles:

- dbcreator
- public

Please note that the above rights are sufficient for installation and general usage. When making an update installation, make sure that the user is db\_owner for the SiteKiosk Online database on the user mappings page of the SQL user's Properties dialog. For the removal of the database during the uninstallation the user must have the sysadmin role otherwise the database must be removed manually after the uninstallation of SiteKiosk Online has finished.

Do a "Custom" installation.

During the installation choose the correct path to the external SQL database instance and enable the checkbox at "Use SQL server credentials for authentication" (Database Server settings window). Fill in the username and password of the SQL user used for SiteKiosk Online to access the SQL DB. Generally you can check if the SQL DB can be accessed from another computer with using the SQL Management Studio from Microsoft.

A special installation guide for using an external SQL DB is not provided by PROVISIO as it applies to the configuration of the MS SQL Server.

# SiteKiosk Online Server Troubleshooting

## Errors during the installation/uninstallation:

**Error: Service SiteKiosk Online Server (SiteKiosk Online Server) failed to start. Verify that you have sufficient privileges to start system services.**

There are several possibilities why this message would be displayed.

When you receive error 1920 during the installation keep the message displayed and

1. Check the windows event log (Start -> Control Panel -> Administrative Tools -> Event Viewer -> Application and System) for error messages since the start of the installation.

2. Try to start the SiteKiosk Online Server service manually (Start -> Run... -> services.msc -> right mouse click on "SiteKiosk Online Server" service -> Start or Restart). Check the error messages are displayed and also check the Windows Event logs again.

### A. Timeout:

You are shown messages in the event log similar to these:

- **Event ID 7009:** Timeout (30000 milliseconds) waiting for the SiteKiosk Online Server service to connect.
- **Event ID 7000:** The service did not respond to the start or control request in a timely fashion.

Or, you receive "*Error 1053: The service did not respond to start or control request in a timely fashion*" when manually starting the Service.

**Solution:** You should add a higher value to the Windows registry for the timeout of the Windows services. At "HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control" you must add a DWORD entry with the name "ServicesPipeTimeout" and a decimal value higher than 30,000 (e.g. set it to 300,000). For details about this setting, refer to: <http://support.microsoft.com/kb/922918/en-us>.

Before you proceed, we strongly recommend that you back up your registry and become familiar with the restore process. For more information, see: <http://support.microsoft.com/kb/256986>.

### B. User rights:

You are shown messages in the event log similar to these:

- **Event ID 7041:** The SiteKiosk Online Server service was unable to log on as .SITEREMOTE with the currently configured password due to the following error:  
Logon failure: the user has not been granted the requested logon type at this computer

• **Event ID 7000:** The SiteKiosk Online Server service failed to start due to the following error:  
The service did not start due to a logon failure.  
Or, you receive "*Error 1069: The service did not start due to a logon failure.*" when manually starting the Service.

**Solution:** Check if there is a Windows policy setting configured on your system that prevents members of the Users group from starting Windows services. If that is the case, you may want to reassign that right to the Users group or do one of the following.

After creating the local users SITEREMOTE and SITEREMOTEADMIN during the installation process of the SiteKiosk Online Server, you can add them to the policy "Log on as a service" ("secpol.msc" or even "gpedit.msc" -> Windows Settings -> Security Settings -> Local Policies -> User Rights Assignment).

If the server is member of a domain or a domain controller, also consider the group policy settings of your domain controller to make the appropriate changes to the user rights.

Also, if you have already assigned this user right, and the user right appears to have been removed, a Group Policy object associated with this node might be removing the right. Check with your domain administrator to find out if this may be the case.

## C. You have created the SITEREMOTE/SITEREMOTEADMIN/SITEREMOTECMS user accounts before the installation

### You are shown messages in the event log similar to these:

You are shown messages in the event log similar to these:

• **Event ID 7038:** The SiteKiosk Online Server service was unable to log on as .\SITEREMOTE with the currently configured password due to the following error:

Logon failure: unknown user name or bad password.

• **Event ID 7000:** The SiteKiosk Online Server service failed to start due to the following error:

The service did not start due to a logon failure.

Or, you receive "Error 1069: The service did not start due to a logon failure." when manually starting the Service.

**Solution:** When creating a new installation, make sure that the users SITEREMOTE and SITEREMOTEADMIN do not exist before starting the installation. Otherwise, remove these users first.

These accounts will and must be created during the SiteKiosk Online installation only.

This does NOT apply to installing a newer SiteKiosk Online Server over an existing older version.

(Also, see general notes about the SITEREMOTE, SITEREMOTEADMIN and SITECASTERCMS accounts at the beginning of this article).

## Errors during normal SiteKiosk Online Server runtime:

### Error 1069: The service did not start due to a logon failure.



Could not start the SiteKiosk Online Server service on Local Computer. Error 1069: The service did not start due to a logon failure.

• **Event ID 7041:** The SiteKiosk Online Server service was unable to log on as .\SITEREMOTE with the currently configured password due to the following error:

Logon failure: the user has not been granted the requested logon type at this computer.

• **Event ID 7000:** The SiteKiosk Online Server service failed to start due to the following error:

The service did not start due to a logon failure.

**Solution:** You should check if there is any Windows policy setting configured on your system preventing the user SITEREMOTE from starting the SiteKiosk Online Server service or preventing members of the Users group from starting Windows services.

After creating the local users SITEREMOTE and SITEREMOTEADMIN during the installation process of the SiteKiosk Online Server, you can add them to the policy "Log on as a service" ("secpol.msc" or even "gpedit.msc" -> Windows Settings -> Security Settings -> Local Policies -> User Rights Assignment).

If the server is member of a domain or a domain controller, consider that the domain group policy settings will be made at a domain level and overrules any changes made elsewhere.

You need to check the group policy settings on your domain controller.

Make sure that at least the local SITEREMOTE account has the right to "log on as a service."

Windows Server: <http://technet.microsoft.com/en-us/library/cc794944%28WS.10%29.aspx>

Also, if you have already assigned this user right to the service account and the user right appears to be removed, a Group Policy object associated with this node might be removing the right. Check with your domain administrator to find out if this is happening.

If the group policies are managed on a domain controller and you cannot add the local user SITEREMOTE to the "Log on as a service" policy, you might want to consider creating an organizational unit within your domain for the SiteKiosk Online Server that uses different policies.

### Error 1069: The service did not start due to a logon failure.



Could not start the SiteKiosk Online Server service on Local Computer. Error 1069: The service did not start due to a logon failure.

• **Event ID 7038:** The SiteKiosk Online Server service was unable to log on as .\SITEREMOTE with the currently configured password due to the following error:  
Logon failure: unknown user name or bad password.

• **Event ID 7000:** The SiteKiosk Online Server service failed to start due to the following error:  
The service did not start due to a logon failure.

**Solution:** Check if someone has changed the password of the SITEREMOTE user outside of the SiteKiosk Online Administration Web Page. If that has happened, please contact support at [support-europe@provisio.com](mailto:support-europe@provisio.com).

Make sure that no one has activated the Windows user option "User must change password at next logon" for the user SITEREMOTE or SITEREMOTEADMIN. Settings must be (default) "User cannot change password" and "Password never expires".

### Error 1053: The service did not respond to start or control request in a timely fashion.



Could not start the SiteKiosk Online Server service on Local Computer. Error 1053: The service did not respond to the start or control request in a timely fashion.

**Solution:** You should add a higher value to the Windows registry for the timeout of the Windows services.

At "HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control" you must add a DWORD entry with the name "ServicesPipeTimeout" and a decimal value higher than 30,000 (e.g. set it to 300,000)

• **Event ID 7000:** The SiteKiosk Online Server service failed to start due to the following error:  
The service did not respond to the start or control request in a timely fashion.

For details about this setting, refer to: <http://support.microsoft.com/kb/922918/en-us>.

Before you proceed, we strongly recommend that you back up your registry and become familiar with the restore process. For more information, see: <http://support.microsoft.com/kb/256986>.

### HTTP error 500.19 when accessing a SiteKiosk Online web page.

• **Event ID 1062:** You are seeing HTTP error 500.19 (Internal Server Error) when you access a SiteKiosk Online web page.

**Reason:** This happens if the required ASP.NET version module has not been installed as part of the IIS.

**Solution:** Make sure to install the appropriate ASP.NET module for the Internet Information Server (IIS) of your Windows server.

### When using other Web Pages besides SiteKiosk Online in IIS and you get an error with event ID 1062.

• **Event ID 1062:** It is not possible to run two different versions of ASP.NET in the same IIS process. Please use the IIS Administration Tool to reconfigure your server to run the application in a separate process.

**Reason:** This can happen when using the IIS with several web pages and assigning different .NET versions to the web pages (using the "DefaultAppPool"). SiteKiosk Online needs .NET 4.

**Solution:** Make sure that all web pages which are using the "DefaultAppPool" are set to .NET4.  
Or assign separate application pools to each web site - then you do not need to change the .NET version.

### HTTP error 502.3 Bad Gateway when accessing the Projects web page.

• You are seeing HTTP error 502.3 (Internal Server Error) when you access the SiteKiosk Online Projects page. There is also a Login timeout expired error in the SiteKiosk Online Server node logs.

**Reason:** This happens if the Projects part of the SiteKiosk Online Server cannot access the SQL database.

**Solution:** Make sure that the SQL Server Native Client 11.0 is installed, e.g. by checking the Drivers tab of the ODBC Data Sources (64-bit) application. Also make sure that the TCP/IP protocol for the Native Client 11.0 Configuration is enabled when using a SQL Express version or the TCP/IP protocol of the SQL Server Network Configuration is enabled when using other SQL versions. Both can be checked by using the SQL Server Configuration Manager.

## Solve problems when trying to access the SiteKiosk Online Administration web page:

Note that the SiteKiosk Online Server Configuration Tool now offers a settings page where you can add users that can access the administration page. The following is only necessary when you want to make the changes manually.

The SiteKiosk Online administration web page ("https://Servername/ Administration/" or "https://IP-Address/Administration/" or "https:// localhost/Administration/") can only be accessed if your login user is a member of the local Administrators Windows group on the Server where SiteKiosk Online is installed.

When accessing the web page from outside you also need to add the server or domain name before the user name (e.g. "ServerName\Administrator").

The "web.config" of the SiteKiosk Online Administration page does use ASP.NET Windows Authentication. By default all users of the Windows built-in Administrators role can access the administration part.

```
<allow roles="BUILTIN\Administrators"/>
```

On Windows Server 2008 or higher you may need to take further actions if you want to provide access for other users beside the preconfigured local Administrator account (you will get the error 401.2 even if your user is member of the local Administrators group).

In case you have problems accessing the SiteKiosk Online Administration settings with additional Administrator users on Windows Server (or even in case you want to provide access for specific Windows users you don't want to add to the local administrators group) you can customize the "web.config" for the SiteKiosk Online Administration page to fit your needs.

Just edit the "web.config" at "...\\PROVISIO\\SiteKiosk Online Server\\Web.Admin" and add the user(s) you want to grant access to the SiteKiosk Online Administration page manually.

First you should make a backup of the "web.config" file. Then you can open the file with an editor (e.g. Notepad) and search for this section:

```
<authorization>
<allow roles="BUILTIN\Administrators"/>
<deny users="*/>
</authorization>
```

Change it to fit your needs - example:

```
<authorization>
<allow roles="BUILTIN\Administrators"/>
<allow users="WINDOWS_SERVER_NAME_OR_DOMAIN_NAME\
USER_NAME" />
<deny users="*/>
</authorization>
```

# Backup SiteKiosk Online and restore on the same or on another server

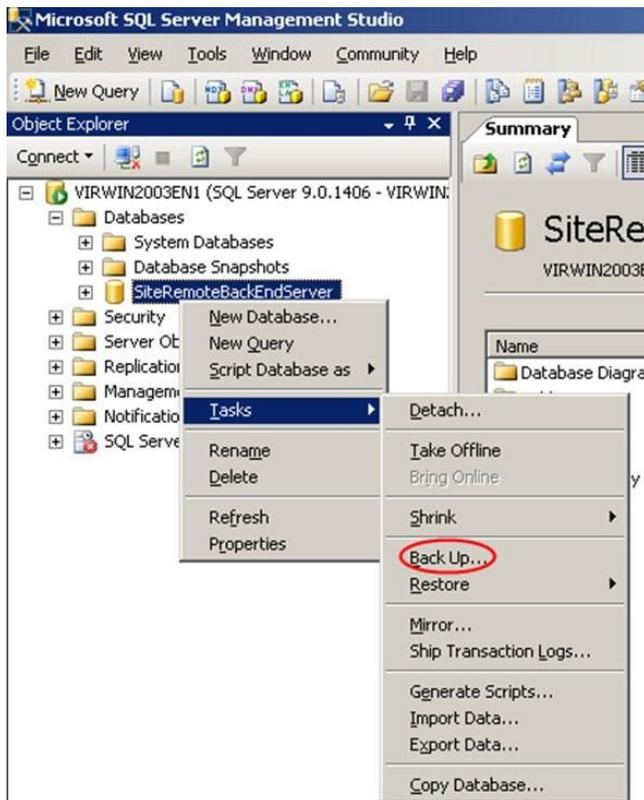
**General Notes:** Please note that you can't restore SiteKiosk Online on another server without requesting a new server license file. This description was made for SiteKiosk Online Servers (default installation) using the SQL Server installed on the same machine.

## BACKUP the old server:

1. Stop the SiteKiosk Online Server service (using services.msc) You should keep the service stopped (e.g. by deactivating it) to make sure that the old SiteKiosk Online server does not receive/accept any new data from the terminals.

2. Backup the "SiteRemoteBackEndServer" database (FULL backup) by using the SQL Management Studio (or use the SiteKiosk Online Server Configuration Tool):

<http://msdn.microsoft.com/en-us/library/ms187510.aspx>



3. Backup the folder ".\PROVISIO\SiteKiosk Online Server\Common" (including subfolders). This folder contains log and performance data and other terminal files.

If you have enough available hard drive space, you might also want to backup the complete "PROVISIO" folder at "C:\Program Files (x86)".

### - Backup Strings (optional):

In the case that you made individual changes to strings of the SiteKiosk Online server, export the strings, otherwise your changes will be overwritten. You can find the export feature on the strings pages in the administration section of your SiteKiosk Online server. There you can also import your strings again after the update.

### - General note:

You should backup the above data in regular intervals when the server is running.

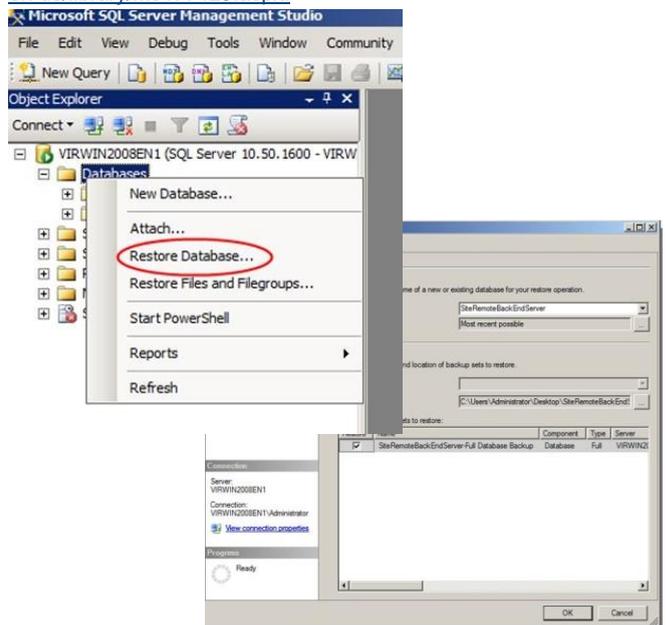
This makes sure, that you have the most current data in case you need to restore your SiteKiosk Online server at any time.

## RESTORE the new server:

1. Make sure that you install the SiteKiosk Online Server application into the same installation folder like on your original server.

2. Restore the "Common" folder (default: "C:\Program Files(x86)\PROVISIO\SiteKiosk Online Server\Common...")

3. Open the SQL Management Studio (or use the SiteKiosk Online Server Configuration Tool) and restore the SiteKiosk Online Database (SiteRemoteBackEndServer): <http://msdn.microsoft.com/en-us/library/ms177429.aspx>.



4. Install SiteKiosk Online. First check the system requirements for SiteKiosk Online.

5. When the installation is finished; open the administration webpage of SiteKiosk Online, make sure the server is running and download the new public key. Also note that the SiteKiosk Online settings have been overwritten with the new SiteKiosk Online default values and need to be configured again. Then you have to send us the new public key that we can generate a new license.

6. After receiving the license key upload the new license.

### - General note:

Make sure that the new SiteKiosk Online server is available at the same URL/IP like before.

After the successful restore clients connecting to the server will show an emergency screen because they cannot correctly validate their license. The client computers need to be restarted. Use the job system of a team to easily send a restart job to all clients.