Foxit PDF Web Reader for SharePoint
Trouble Shooting

Please read this troubleshooting guide to solve a problem if you meet the following problems.
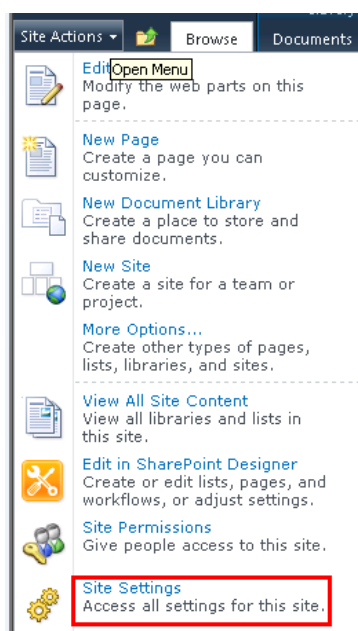**Q1. Foxit PDF Web Reader plugin has been successfully installed, but there is no "View by Foxit PDF Web Reader" option in the File menu.**

Please use following steps to make sure that the "Foxit PDF Web Reader" feature has been activated in the corresponding site collection.
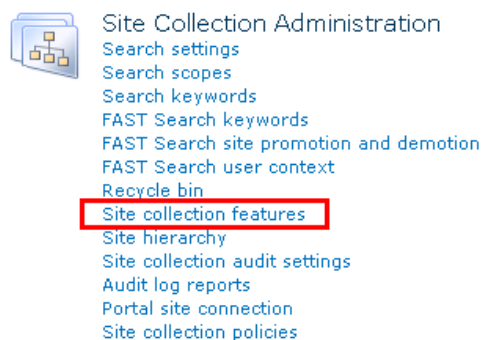
First, you should visit the website which needs to enable Foxit PDF Web Reader.
Take "Test2" website for instance, you can follow the steps below to enable Foxit PDF Web Reader.
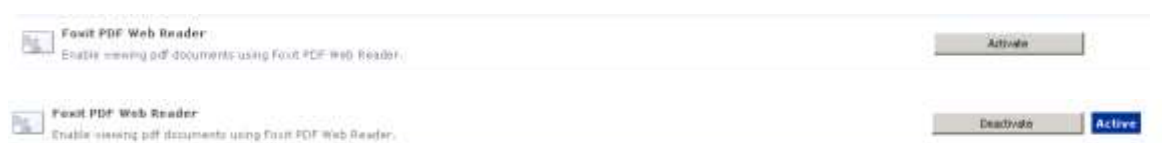
➢ Visit the Homepage of "Test2" website, select "Site Actions" and click "Site Setting" from the drop-down menu.

➢ Click "Site Collection Features".

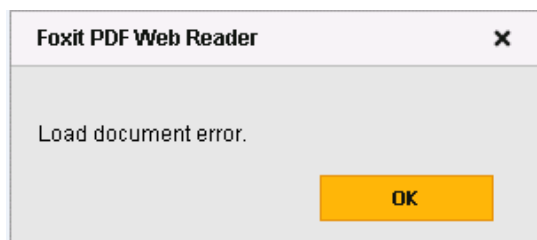➢ Check whether "Foxit PDF Web Reader" has been activated. If not, click "Activate" to activate it.

> You can also use PowerShell to activate the "Foxit PDF Web Reader" in site collection.
    -For SharePoint 2010

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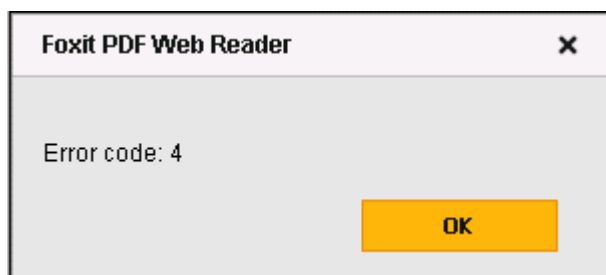   -For SharePoint 2013
```
$webAppsFeatureId = $(Get-SPFeature -limit all | where {$_.displayname –eq
"Foxit.WebReader.Sharepoint.2013_SPFoxitWebReaderMain"}).Id
Get-SPSite -limit ALL | foreach{Enable-SPFeature $webAppsFeatureId -url $_.URL }
```

Q2. When opening a PDF file via PDF Web Reader, a dialog (as shown below) pops up, how do you 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 PDF 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 Web Reader (including service application of "Foxit Web Reader Conversion" and service application proxy of "Foxit Web Reader Conversion") have been created, and are in the **started** status;
4. Check the log information of "Foxit Web Reader for SharePoint", and find out the error information.

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

1. Make sure the service instances of "Foxit PDF

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 Web Reader (including service application of "Foxit Web Reader Conversion" and service application proxy of "Foxit Web 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 Web Reader for SharePoint", and find out the error information.
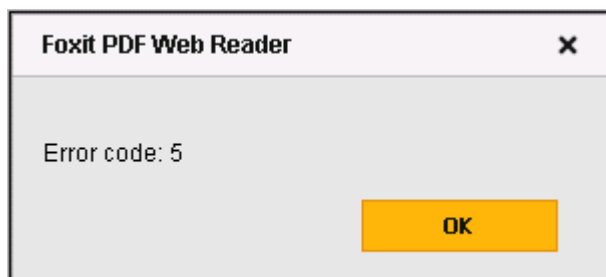
Q4. When opening a PDF file via PDF Web Reader, a dialog (as shown below) pops up, how do you solve it?

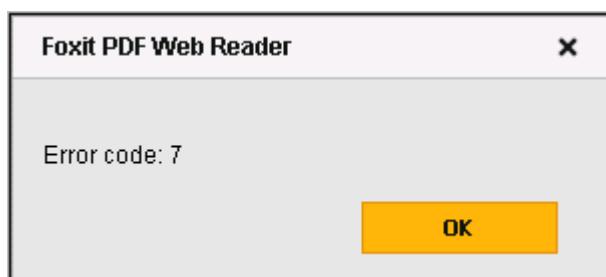1. Make sure the service instances of "Foxit PDF Web Reader Conversion Service" are started in at least one application server in the server farm. How to manage service.
2. Make sure all the relative service applications and proxies of Foxit Web Reader (including service application of "Foxit Web Reader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

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

1. Make sure the service instances of "Foxit PDF Web 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 Web Reader (including service application of "Foxit Web Reader Conversion" and service

application proxy of "Foxit Web 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 Web Reader for SharePoint", and find out the error information.

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

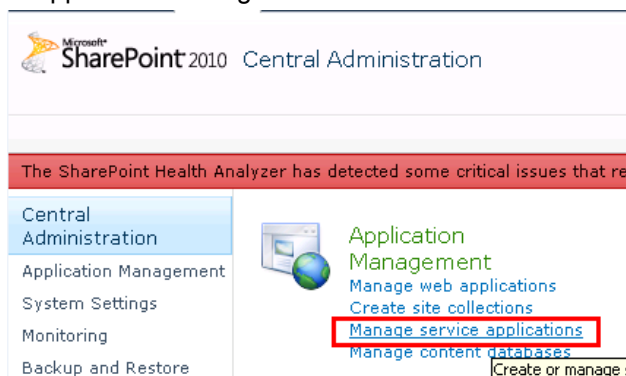Run the following PowerShell command to install "Foxit PDF Web Reader Conversion Service" in the new application server:

New-FoxitConversionServiceInstance [-Provision] <Boolean>

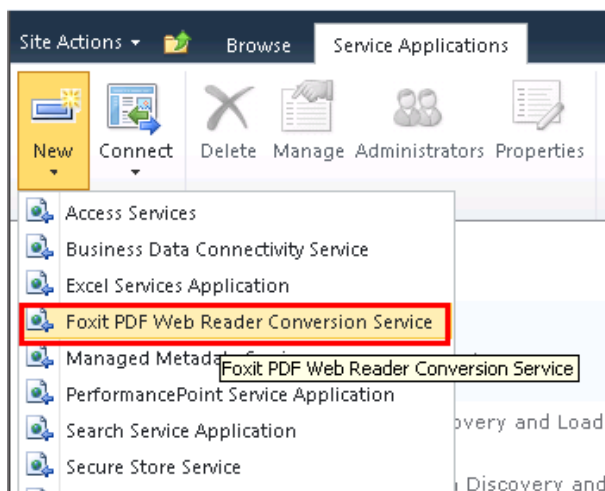"Foxit PDF Web Reader Conversion Service" will be installed and started if Provision value is 1.

Appendix 1: How to create "Foxit PDF Web Reader Conversion Service"

➢ Visit SharePoint 2010 Central Administration. Click "Manager Service Applications" under "Application Management".

➢ Click "New" on the toolbar, select "Foxit PDF Web Reader Conversion Service" from the drop-down menu.

➢ The "Create New Foxit PDF Web Reader Conversion Service Application" dialog box pops up,
  - In the "Name" filed, input a Service name as you like.
  - In the "Application Pool" option, choose "Use existing application pool" or "Create new application tool".
  - 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.
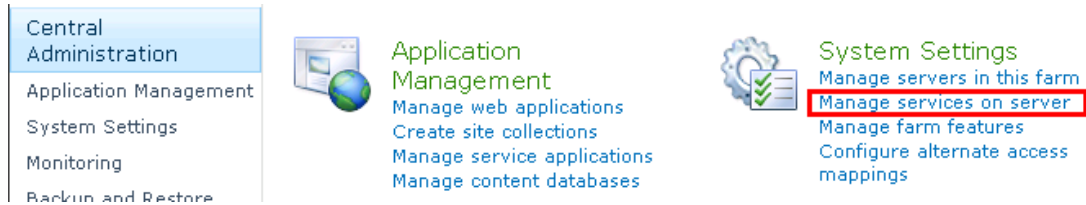

➢ Alternatively, you can also use the PowerShell command to create "Foxit PDF Conversion Service" and "Foxit PDF Conversion Service Proxy".

```
$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.
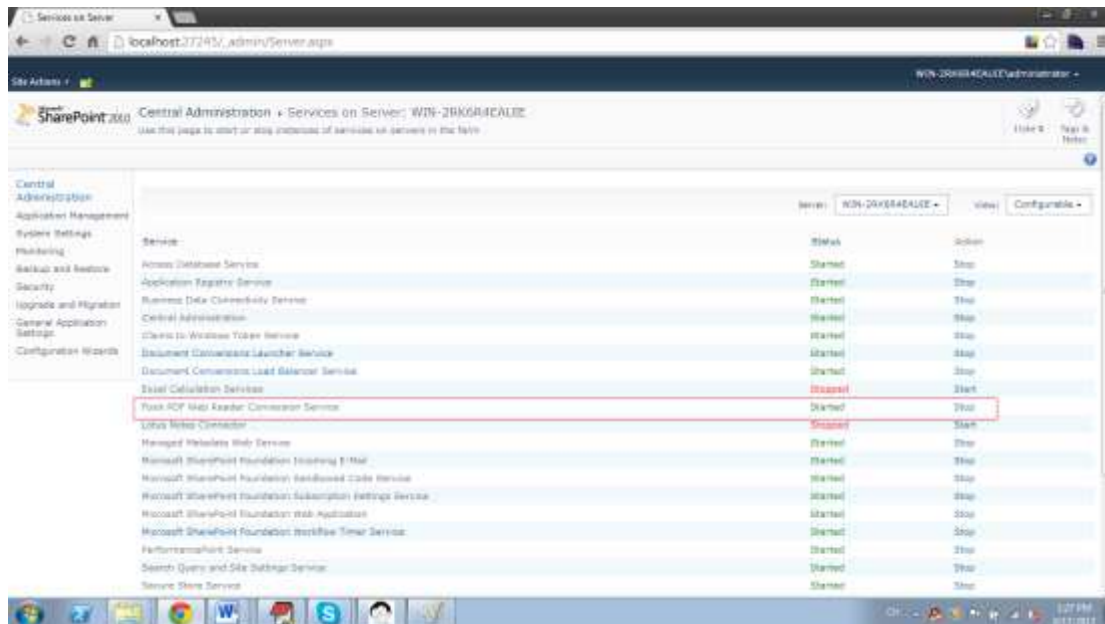
Manage Services on Server

➢ Visit SharePoint 2010 Central Administration, click "Manage service on server" under "System Settings".

➢ Start "Foxit PDF Web Reader Conversion Service" if it is in the stopped status.

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

New-FoxitConversionServiceInstance

➢ You can also use PowerShell command to start "Foxit PDF Web Reader Conversion Service".

```
$machinesToActivate = @("<servername>")
$serviceInstanceNames = @("Foxit PDF Web Reader Conversion Service")
foreach ($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
    }
```

}

 Appendix 2: Common error log information

> 2013-09-17 11:05:41,419 [13] ERROR FoxitWebReader Service [(null)] - Session does not enable:
>
> System.InvalidOperationException: Operation is not valid due to the current state of the object.

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

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

> 2013-09-17 10:58:39,632 [4] ERROR FoxitWebReader Service [(null)] - An exception occurs in
> ConversionServiceClient::ProcessRequest.
>
> Microsoft.SharePoint.SPEndpointAddressNotFoundException: There are no addresses available for this
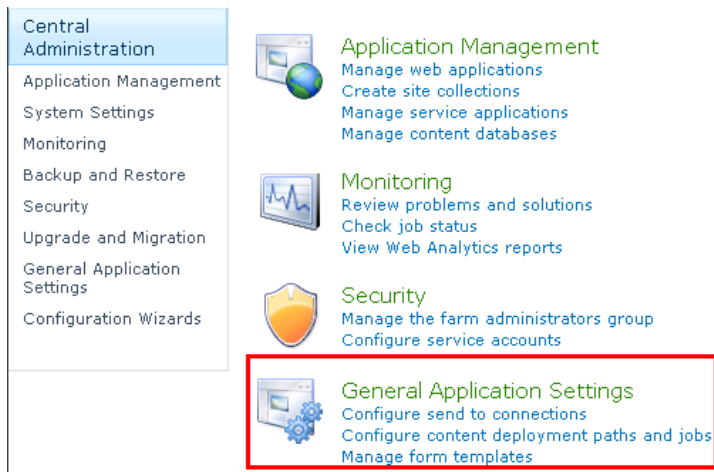> application.

already started, restart IIS and then try again.

> 2013-09-17 09:56:01,523 [16] ERROR FoxitWebReader Service [(null)] - An exception occurs in in
> ViewHandler::BeginGetData,docId:4e6ba011-7008-456c-9cac-aba4c2b73c78,querystring:4E6BA011-70
> 08-456C-9CAC-ABA4C2B73C784_bgimg_1_1_1.
>
> 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: A network-related or instance-specific error occurred while
> establishing a connection to SQL Server. The server was not found or was not accessible. Verify that the
> instance name is correct and that SQL Server is configured to allow remote connections. (provider:
> Named Pipes Provider, error: 40 - Could not open a connection to SQL Server)

The above log information indicates that the connection to Foxit PDF Web 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 Web 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 [STP SmartThreadPool Thread #1] ERROR FoxitWebReader Service [(null)] -
> GetDocMainfest Exception:
> System.Runtime.InteropServices.COMException (0x80004027): Retrieving the COM class factory for
> component with CLSID {D017DC69-1B40-4FE1-AF68-361F627B0140} failed due to the following error:
> 80004027.
>   at Foxit.HtmlReader.BLL.CallDll.FXPDF2ImgWrapper..ctor()
>   at Foxit.WebReader.Conversion.Framework.PDFConversionHandler.GetDocMainfest(TaskContext
> taskContext, DocMainfestRequest request, 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] ERROR FoxitWebReader WFE [(null)] - Unexpected exception while calling method 'ConversionServiceClient::ProcessRequest'.

System.ServiceModel.ServiceActivationException: The 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.InsufficientMemoryException: 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 tot
   System.ServiceModel.Activation.ServiceMemoryGates.Check(Int32 minFreeMemoryPercentage, Boolean throwOnLowMemory, UInt64&
   System.ServiceModel.HostingManager.CheckMemoryCloseIdleServices(EventTraceActivity eventTraceActivity) +86
   System.ServiceModel.HostingManager.EnsureServiceAvailable(String normalizedVirtualPath, EventTraceActivity eventTraceAct

[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
```