

Contoso .NET Enterprise Architecture

Corporate Error Reporting Implementation Plan

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Overview

This document will detail the steps to implement Corporate Error Reporting at Contoso.

Corporate Error Reporting (CER)

1. Logon to the server with local admin rights.

Note: The server that CER will be installed on has not been determined at this time.

2. Run the installation file CER20en.msi.

Note: CER is not a product you can buy from Microsoft and is only available to Microsoft software assurance customers. For steps on obtaining CER refer to the following web link www.microsoft.com/licensing/programs/sa/support/cer.asp

3. Click **Next** on the Welcome Screen.



Figure 1 - Welcome Screen

4. Select I accept the license agreement.



Figure 2 - License Screen

5. Click **Next**.

Install CER server

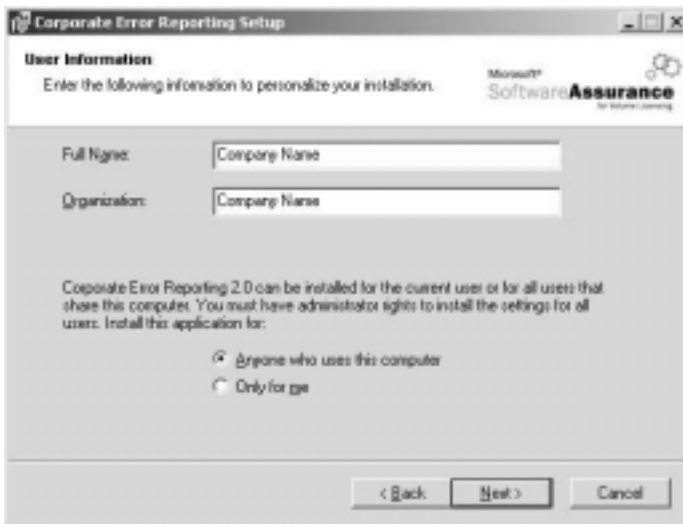


Figure 3 – User Information screen

6. Enter Contoso for the user and company name.
7. Click Next.

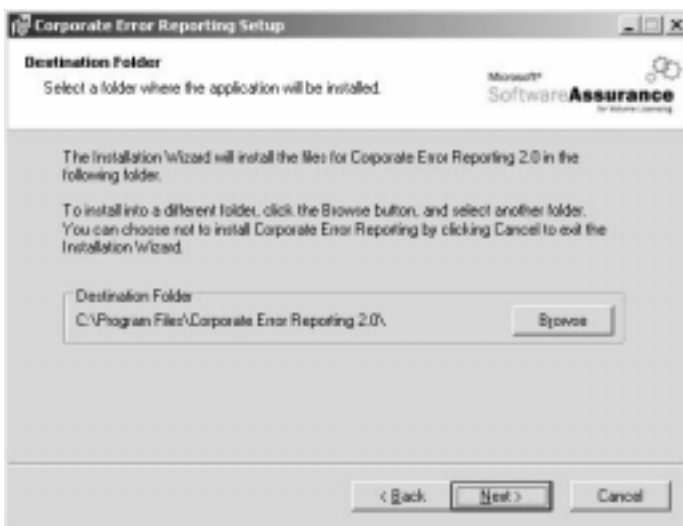


Figure 4 - Destination Folder

8. Click Next to install the CER console in the default location.

Install CER server

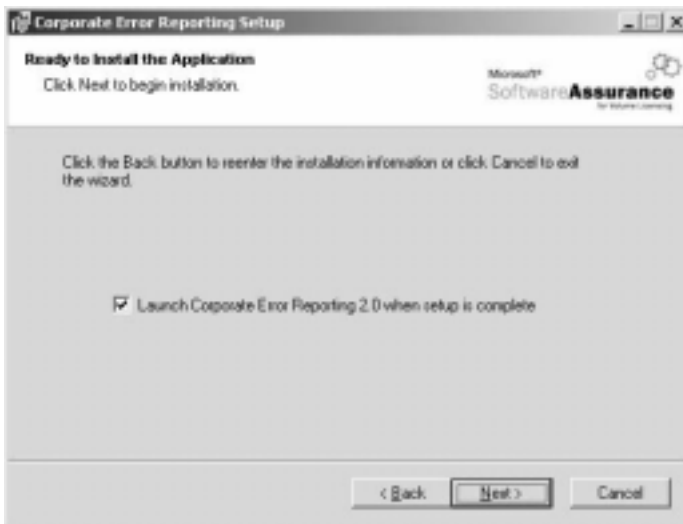


Figure 5 - Installation Screen

9. Click **Next** to start the installation.

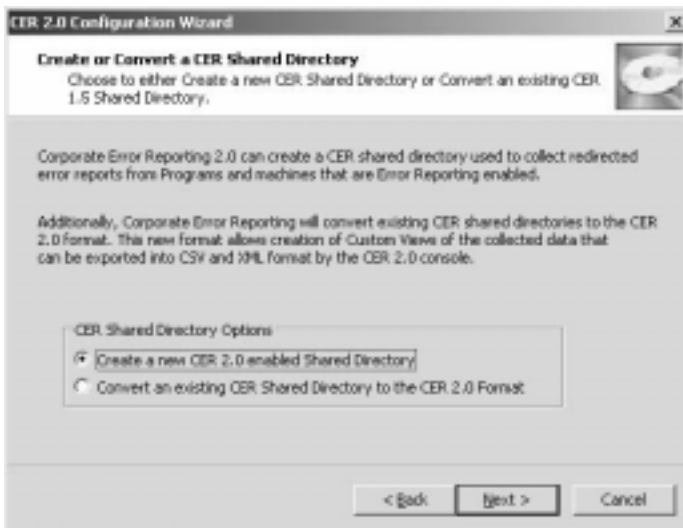


Figure 6 - Create CER Shared Directory Window

10. After the CER console has installed click **Next** to create a new CER share folder.

Install CER server



Figure 7 - New Share Directory Window

11. Enter the path for the CER folder. The path should be on the drive with the required free disk space. The name of the folder should be CERFiles\$. By ending the folder name with a \$ will have CER automatically create the share with a hidden name. For example, if the C drive has the required free disk space enter the following path: C:\CERFiles\$
12. Click Next.

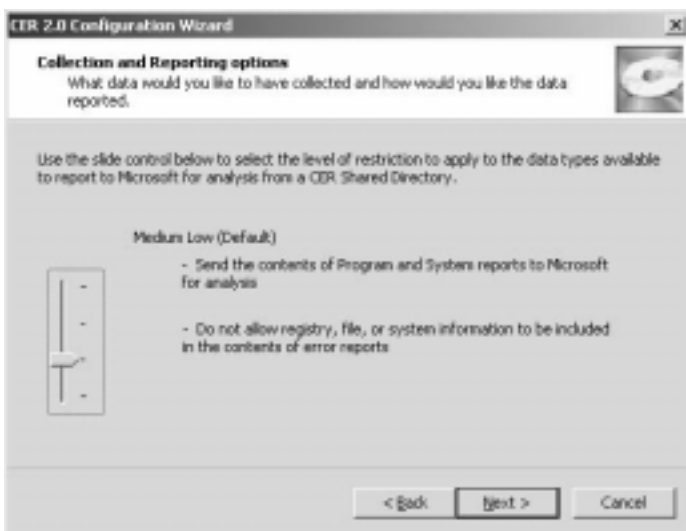


Figure 8 - Report Collect Level Window

13. Select Medium-Low for the report collection level.
14. Click Next.

Install CER server

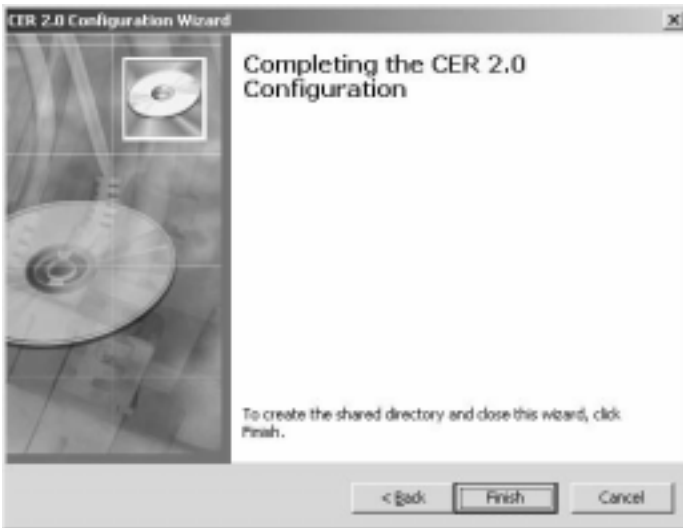


Figure 9 - Configuration Complete Window

15. Click **Finish** to complete the installation.

Configure Environment to use CER

Install the CER ADM Group Policy Template

The CER ADM template allows you to configure CER across the enterprise. Follow these steps to install the template.

1. Log on to the machine you use to administer Group Policies for the enterprise forest.
2. Run the file **CER20PolicyTemplate.exe**.

Note: This file can be downloaded from the following location: www.microsoft.com/resources/satech/cer/ToolboxMNU.asp

3. Click **Yes**.

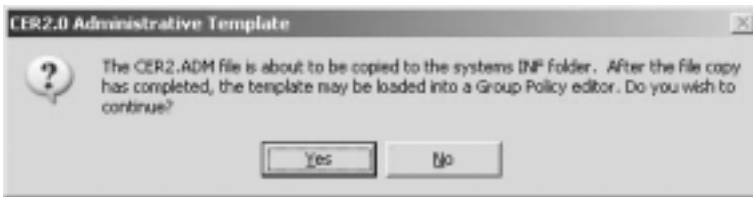


Figure 10 - Admin Template Install Window

4. Click **Yes**

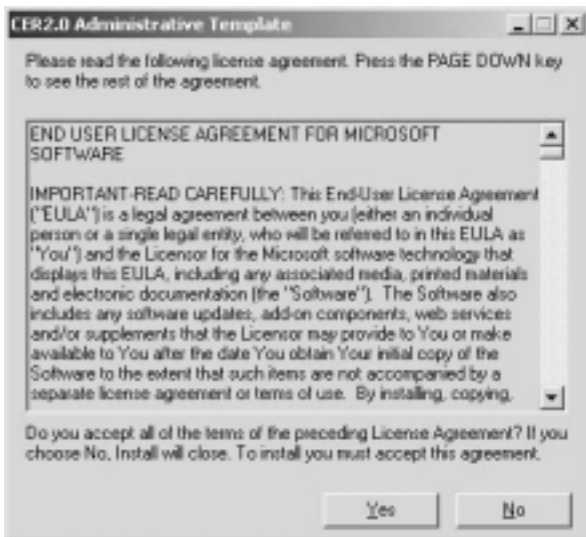


Figure 11 - Admin Template License Window

4. Click **Yes**

Configure Environment to use CER

5. Click **OK** after the template is installed.

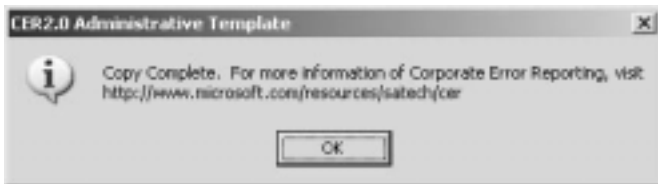


Figure 12 - Install Complete Window

Configure Group Policies for CER

The following steps will configure the default domain policy so all machines within the domain will be configured to send any error reports to the Corporate Error Reporting Server.

1. Open Group Policy Management Console.
2. Expand Forest/Domains/US.Contoso.com.
3. Right Click **Default Domain Policy**.
4. Select **Edit...**
5. Expand Computer Configuration.
6. Right Click Administrative Templates.
7. Select **Add/Remove Templates...**
8. Click **Add...**
9. Select **cer2.adm**.
10. Click **Open**.
11. Click **Close**.
12. Expand Administrative Templates.
13. Select **Corporate Error Reporting 2.0**
14. Double Click **Windows XP and higher Operating system including....**

Note: This will configure CER for the OS and Office 2003 because it uses the same settings and the OS.

15. Select **Enabled**.
16. In the **Local error reporting file path** text box enter: `\\CERServer\CERFiles$`
17. In the **Name to replace 'Microsoft' with during reporting** text box enter: **Contoso**
18. Click **Next Setting**.
19. Select **Enabled**.
20. In the **Local error reporting file path** text box enter: `\\CERServer\CERFiles$`
21. In the **Name to replace 'Microsoft' with during reporting** text box enter: **Contoso**
22. Click **Next Setting**.
23. Select **Enabled**.
24. In the **Local error reporting file path** text box enter: `\\CERServer\CERFiles$`
25. In the **Name to replace 'Microsoft' with during reporting** text box enter: **Contoso**

Configure Environment to use CER

26. Click **Next Setting**.
27. Select **Enabled**.
28. In the **Local error reporting file path text box** enter: `\\CERServer\CERFiles$`
29. In the **Name to replace 'Microsoft' with during reporting text box** enter: **Contoso**
30. Click **OK**.
31. Close the Group Policy editor window.
32. Expand the **ADRoot.Contoso.com** domain and repeat steps 12 - 31.
33. Install the office template by right clicking on **Administrative Templates** under computer configuration.
34. Select **Add/Remove Templates...**
35. Click **Add...**
36. Select **AER_1033.adm**. (This file is located on the Office 2003 CD)
37. Click **Open**.
38. Click **Close**.
39. Expand **Application Error Reporting**
40. Expand **Corporate Error Reporting**.
41. Double Click **Hide Don't Send Button**.
42. Select **Enabled**.
43. Click **OK**.
44. Close the **Group Policy Object Console**.
45. Repeat Steps 39 - 44 for the **ADRoot.Contoso.Com** domain.
46. Close the **Group Policy Management Console**.

Configure Environment to use CER

Configure CER

CER is configured through the CER console.

1. Open the CER Console.
2. Select **Tools/Options/Startup Options**.
3. In the CER shared Directory text box enter the path to the CER share directory: **C:\CERShare\$**

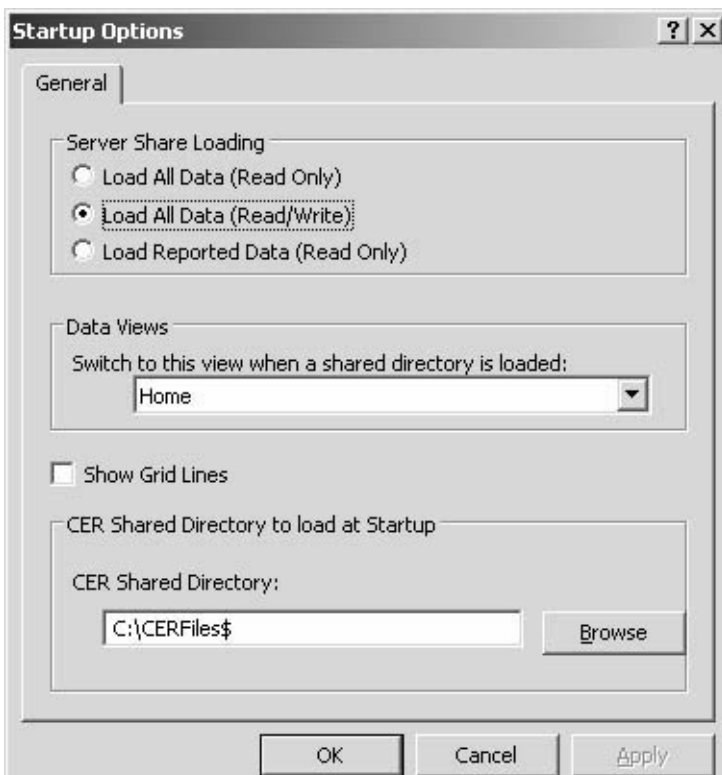


Figure 13 - Startup Options

4. Click **OK**.
5. Exit and restart the CER Console.
6. Select **Tools/Options/Reporting and Collection**.

Note: This option was grayed out until CER received its first error in my testing.

7. Click **Advanced...**
8. Select **Report Collect**.

Configure Environment to use CER

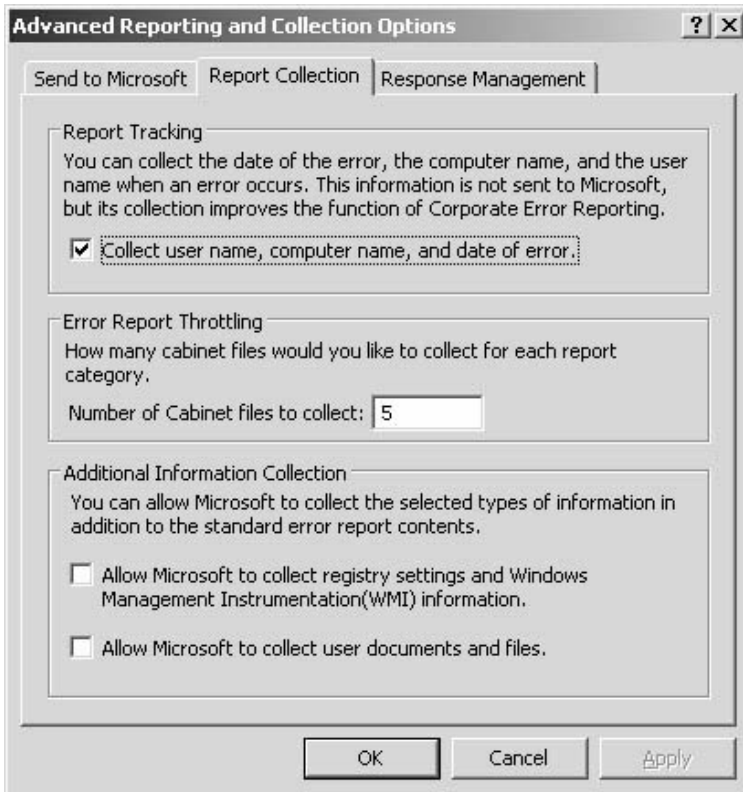


Figure 14 - Report Collection Options

9. Ensure Collect user name... is checked.
10. Click OK.
11. Click **Data Storage**.

Configure Environment to use CER



Figure 15 - Data Storage Options

12. Optionally, check both boxes to delete reports after sending them to Microsoft. (This will save disk space usage).
13. Click **OK**.
14. Open **Notepad**.
15. Enter the following line:

```
"C:\Program Files\Corporate Error Reporting 2.0\cerutils.exe" c:\CERFiles$ /r /v /l:"C:\Program Files\Corporate Error Reporting 2.0\cerlog.txt"
```

16. Save the file as **ReportCERErrors.bat** in the directory C:\Program Files\Corporate Error Reporting 2.0
17. Close **Notepad**.
18. Click **Start/All Programs/Accessories/System Tools/Scheduled Tasks**.
19. Double Click **Add Scheduled Task**.
20. Click **Next**.
21. Click **Browse...**
22. Select the File C:\Program Files\Corporate Error Reporting 2.0\ ReportCERErrors.bat
23. Click **Daily**.
24. Click **Next**.
25. For The start time select **11:00PM**.
26. Click **Next**.
27. Use an account with local administrator rights.
28. Click **Next**.
29. Click **Next**.
30. Click **Finish**.

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