# Tech Note 1051 Solving HTTP 404 Error for aaFlexLicWebService

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### Introduction

When using a web client component for Historian Client such as Trend or Query, you can experience Demo Mode even if you have verified the license. One of the first steps you want to do is to verify if you can access the following site:

#### http://<ServerName>/aaFlexLicWebService/aaFlexLicWebService.asmx

Where **ServerName** is the name of the Information Server.

You should see screen like Figure 1 (below).



FIGURE 1: AAFLEXLICWEBSERVICE

However, you might see a screen with Error HTTP 404 (Figure 2 below).



### FIGURE 2: APPLICATION SERVER ERROR MESSAGE

This Tech Note shows the step-by-step procedure to resolve the problem

Refer to Technote 680 Configuring ActiveFactory for ArchestrA License Server Communication Across a Firewall if there is a hardware or software firewall installed between the ArchestrA License Server node (with ArchestrAServer.lic), and an HistClient client node running application such as Trend or Query. Do this to avoid commication blocks.

## **Application Versions**

- Wonderware Historian Client 2012 R2 (version 10.1) or above
- Wonderware Information Server (WIS) 2012 R2 (version 5.0) or above
- Wonderware Historian 11.0 P01 or above
- Windows 2008R2 Server or
- Windows 2012 Server
- Internet Information Services Manager version 7.5 or later

## Acronyms

- HistClient: Historian Client Desktop version (Trend, Excel Workbook, Word Report)
- WIS 5.0: Wonderware Information Server 5.0 (used interchangeably with InfoServer)

- Historian: Wonderware Historian version 11.0 or above
- IIS: Internet Information Services Manager version 7.5 or later

## Assumptions

This Tech Note assumes that you are familiar with the following products:

- Historian 11.0 or later
- Historian Client 10.1 or later
- Wonderware Information Server (WIS) 5.0 or later
- MS Windows 2008 or Windows 2012
- Internet Information Services Manager v7.5 or later

**Note**: If you have any questions regarding Microsoft products such as Windows, Internet Information Services Manager (IIS), contact Microsoft at www.microsoft.com for help.

### Procedure

- 1. Click Start/Administrative Tools/Internet Information Services (IIS) Manager
- 2. Expand <ServerName>/Sites/Default Web Site. You should see the virtual directory aaFlexLicWebService and the Bin folder (Figure 3 below):



FIGURE 3: DEFAULT WEBSITE/AAFLExLicWebService + BIN

If the **aaFlexLicWebService** icon appears to be shortcut to a folder (Figure 4 below), there is an issue with the physical **aaFlexLicWebService** folder.



file:///C|/inetpub/wwwroot/t002895/t002895.htm[7/9/2014 9:04:50 AM]

FIGURE 4: FOLDER APPEARS AS A SHORTCUT

3. Right-click aaFlexLicWebService then select Convert to Application.



FIGURE 5: CONVERT TO APPLICATION

4. In the **Add Application** dialog box, check the Application pool and verify if the Physical path. The dialog box It should look like Figure 6 (below).

Add Application		<u>?</u> ×
Site name: Default Web Site Path: /		
Alias:	Application pool:	
aaFlexLicWebService	ASP.NET v4.0 DefaultAppPool	Select
Example: sales		
Physical path:		
C:\inetpub\wwwroot\aaFlexLicWe	ebService	
, Pass-through authentication		
Connect as Test Settings.		
	ОК	Cancel

FIGURE 6: ADD APPLICATION DIALOG BOX

5. Click **OK**.

The virtual directory **aaFlexLicWebService's** icon should now look like Figure 3 (above)

6. Veify the following link opens a screen similar to the one in Figure 1 (above).

### http://<ServerName>/aaFlexLicWebService/aaFlexLicWebService.asmx

7. If it still does not, open a Windows Explorer and navigate to the following folder:

### C:/inetpub/wwwroot/aaFlexLicWebService/

8. Ensure it contains the Bin folder along with files **aaFlexLicWebService.asmx**, **Global.asax**, and **Web.config** as shown in figure 7 below.



FIGURE 7: AAFLEXLICWEBSERVICE FILE CONTENT

9. If the folder and the files in item 7 are missing, you can copy the corresponding files and folder from the installation folder under InstallFiles\CD-WIS\inetpub\wwwroot\aaFlexLicWebService.



FIGURE 8: INSTALLATION DIRECTORY FILES FOR COPY/PASTE

- 10. Repeat steps 3, 4, 5, and 6 above.
- 11. Next, enable Anonymous Access to the aaFlexLicWebService webservice.
- 12. Highlight aaFlexLicWebService under Default Web Sites.

View Help										
ections Start Page MYSERVER1 (MAGELLANDEV2000\w MYSERVER1 (MAGELLANDEV200\w MYSERVER1 (MAGELLANDEV20\w MYSERVER1	/aaFlexLicWebService Home         Filter:         • Image: Show All   Group by: Area									
	ASP.NET									
			404	٢			<b>i</b>			
	.NET Authorizati	.NET Compilation	.NET Error Pages	NET. Globalization	.NET Profile	.NET Trust Levels	Application Settings			
	ab	7		<b>\$</b>						
E P Wonderware	Connection Strings	Machine Key	Pages and Controls	Session State	SMTP E-mail					
	115		<b>`</b>							
		4	CGI	Ð	ø		404			
	ASP	Authenticatior		Compression	Default Document	Directory Browsing	Error Pages			
	Failed Request Tracing Rules	Handler Mappings	HTTP Redirect	HTTP Respo	Logging	MIME Types	Modules			

FIGURE 9: SET ANONYMOUS ACCESS

13. Then double-click Authentication (Figure 9 above). Make sure Anonymous Authentication is enabled. If it is disabled, rightclick Anonymous Authentication and select Enable.



FIGURE 10: ENABLE ANONYMOUS AUTHENTICATION

- 14. Restart the IIS by clicking **Start**, then click **Run** and type **IISReset**.
- 15. Click **OK** to close the **Run** panel.

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