

[Tech Note 904](#)

Troubleshooting Wonderware Information Server (WIS) Part Five: ArcestrA Graphics – Web Exporter

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Topic#: 002014

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Introduction

This troubleshooting guide is the fifth in a projected series.

This *Tech Note*, presents some real world cases and resolutions, such as not being able to convert the managed InTouch windows into Silverlight package, not being able to publish the converted Silverlight package to the WIS Portal, and not being able to verify the given WIS Homepage URL.

Application Versions

- WIS 4.0 and later
- Windows 2003 Server SP2
- Windows 2008 Server

Case Scenarios

- [Cannot Verify WIS Homepage URL](#)
- [Web Exporter Cannot Transform the InTouch Win File into Silverlight Package](#)
- [Cannot publish the Silverlight package to the selected WIS portal](#)

Scenario: Cannot Verify WIS Homepage URL

When you create a new Web Exporter project or publish a transformed InTouch window, the given WIS URL has to be verified successfully. If the WIS URL is not verified, you will see the following Warning (Figure 1 below).

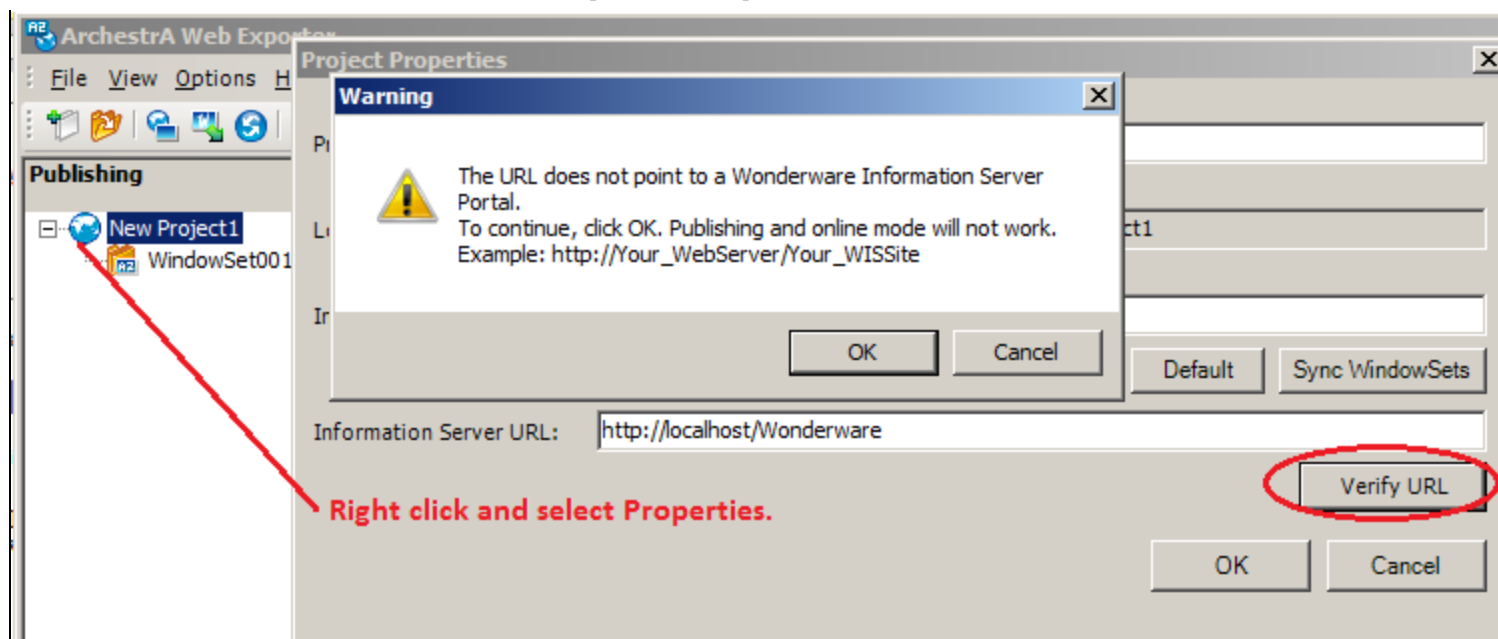


FIGURE 1: INFORMATION SERVER URL NEEDS TO BE VERIFIED

Cause Analysis

First, make sure that the given URL is a valid URL. To verify this, you can open an instance of Internet Explorer (IE) and copy the Information Server (WIS) URL into the IE Address Bar.

If you cannot see the WIS Homepage using this URL, examine the URL to check whether or not WIS is ready to use.

If the URL is OK, the other two common issues of IIS 7.x are related to **WebDAV** settings.

To diagnose WebDAV settings

- Double-click the WebDAV Authoring Rules item. When you see the Error message shown in Figure 2 (below), it means that the **IIS 7.x Configuration File** contains a duplicate element.

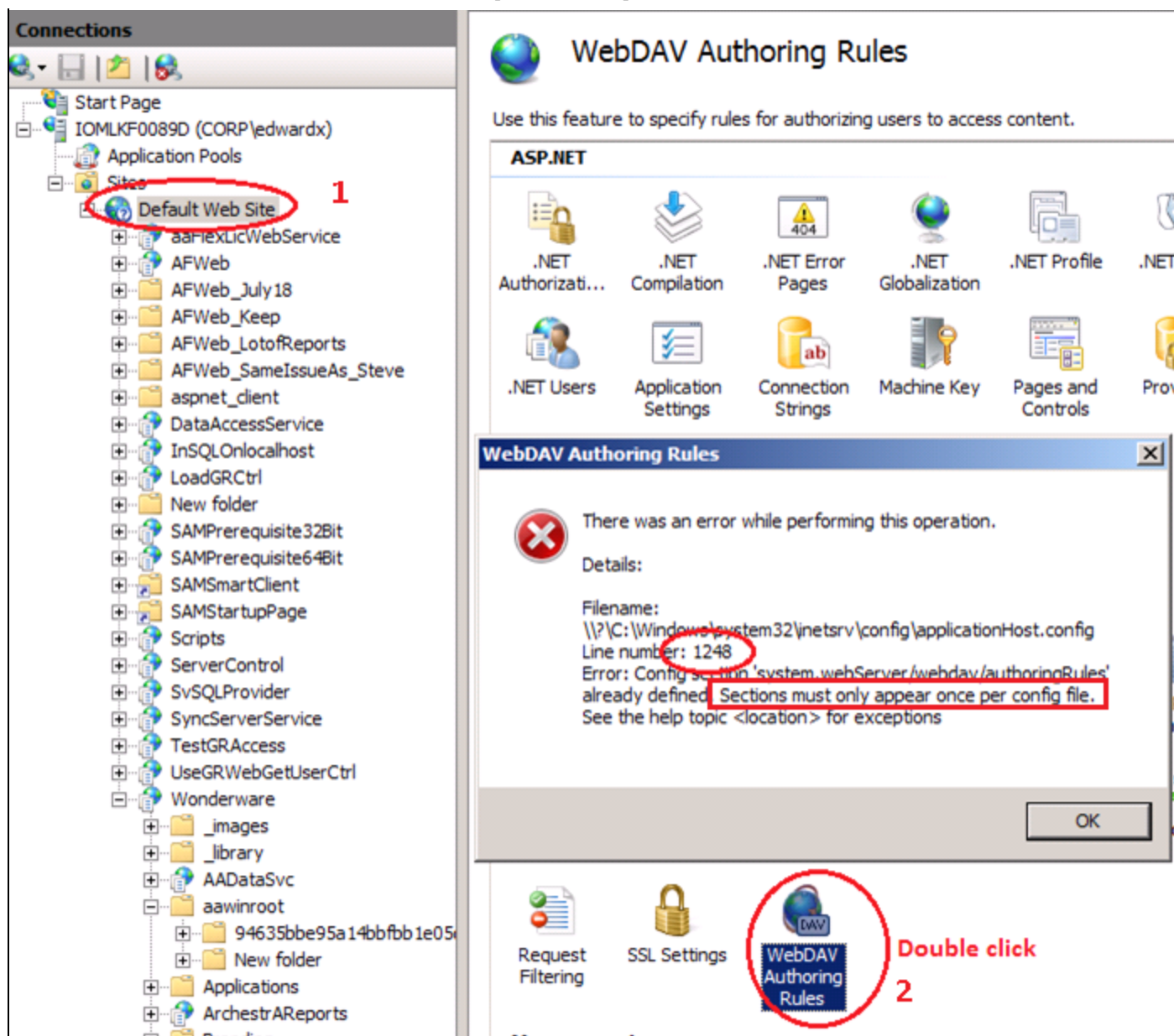


FIGURE 2: CANNOT OPEN WEBDAV AUTHORIZING RULES WITH DOUBLE-CLICK

Solution: IIS 7.x Configuration File Contains a Duplicate Element

1. Go to [C]:\Windows\System32\inethttpd\config directory, and backup the **applicationHost.config** file.
2. Open **applicationHost.config** with Notepad.
3. Un-check the Word Wrap format mode.

4. Press **Ctrl-G** and provide line number **1248**.

The line's content is `<location path="Default Web Site/Wonderware/aawinroot">`.

The error message (Figure 2 above) tells us that the same element already exists in the configuration file.

You can comment out the whole element using the `<!-- ... -->` block, as shown below:

```
<!--
  <location path="Default Web Site/Wonderware/aawinroot">
    <system.webServer>
      <webdav>
        <authoringRules>
          <clear />
          <add users="*" path="*" access="Read, Write" />
        </authoringRules>
      </webdav>
    </system.webServer>
  </location>
-->
```

5. Save and close the **applicationHost.config** file.
6. Double click on WebDAV, the error Message Box should not be seen again.
7. Verify that the WIS URL works.

Solution: Give wrong Authoring Rules for WebDAV

Verify the WebDAV Authoring Rules setting in the Default Web Site. As the Root of Authoring Rules for every Virtual Directory, by default, it remains empty in the page.



FIGURE 3 VERIFY WEBDAV AUTHORIZING RULES ON [DEFAULT WEB SITE] LAYER

Verify WebDAV Authoring Rules setting in aawinroot directory. You should see **All Users** with **Read and Write** Access

Permission (Figure 4 below).

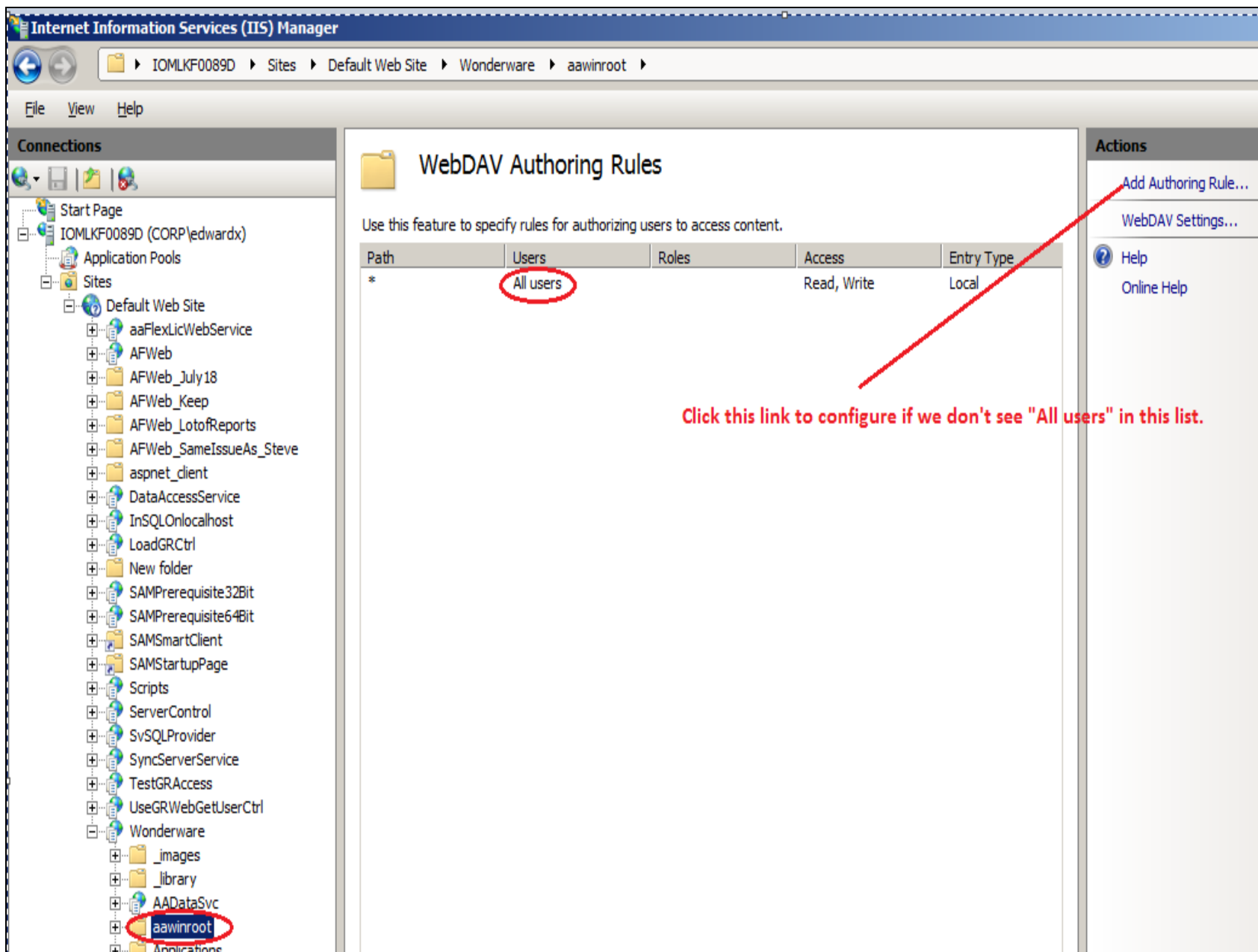


FIGURE 4: AAWINROOT FOLDER SHOULD SHOW "ALL USERS" WITH READ AND WRITE PERMISSIONS

Scenario: Web Exporter Cannot Transform the InTouch Win File into Silverlight Package

This scenario can occur even a when using very simple InTouch window.

In this scenario, you will see the following error message:

```
Transformation failed! : Undetermined error, build project fail.
```

Cause Analysis

Web Exporter uses Microsoft's **msbuild.exe** to build the intermediated transformed files into Silverlight package without using the Microsoft Visual Studio IDE.

Msbuild.exe only works for the three Microsoft predefined Platforms: **Any CPU**, **x86** and **x64**.

By default, it looks for **Any CPU**. However, if there is a Platform value defined under the System Environment Variables, Msbuild.exe will use this Platform value to do the build work.

Obviously, if the new Platform value is different from the above three predefined values, the build fails and Web Exporter generates the **Transformation Failed** error message.

You can provide a dedicated Platform name in the file. In this case, **msbuild.rsp**. **msbuild.exe** will ignore the Platform value defined in the System Environment Variables List. In this example, the **Transformation failed** error occurred on a HP machine. Check the System Environment Variables List to see such variables as **Platform = HPD** defined in the Environment Variables List.

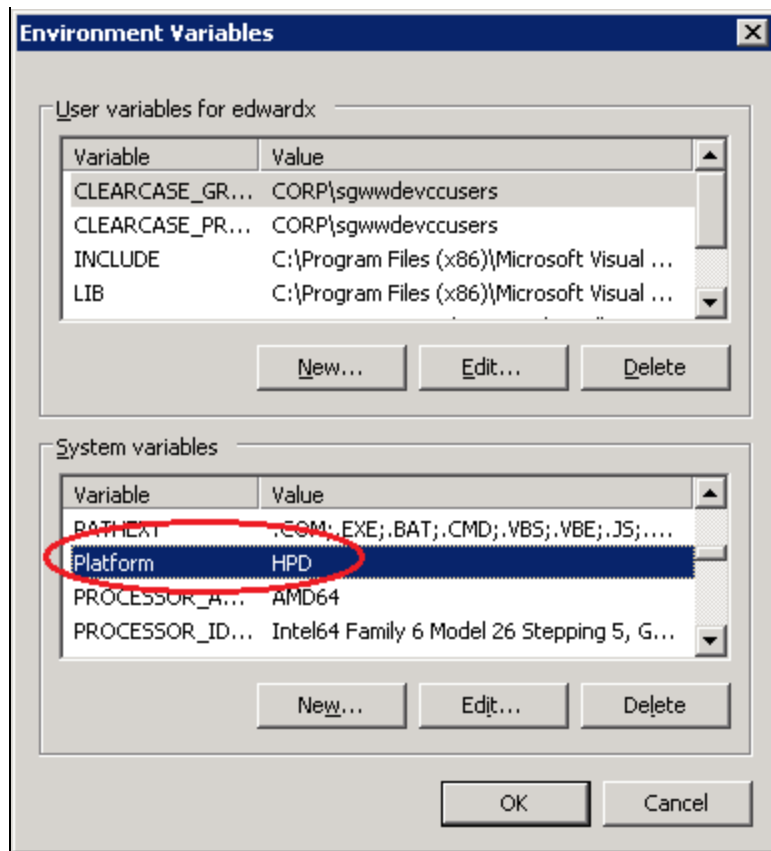


FIGURE 5: PLATFORM DEFINITION SYSTEM VARIABLE MIGHT CAUSE THE ERROR

Workaround

As mentioned before, msbuild.exe will use the platform value that you explicitly provide. See following steps for details.

1. Go to [C]:\WINDOWS\Microsoft.NET\Framework\v3.5, and open the **msbuild.rsp** file with Notepad (Run it as Administrator).
2. Add the following line: **p:Platform=AnyCPU**, and save the file.
3. This should fix the error mentioned in the scenario.

Note: You might have the **Read only** error when you save this msbuild.rsp. In this case, you need to give ownership and full controls to **Everyone** for this file.

Scenario: Cannot Publish the Silverlight Package to the Selected WIS Portal

In this scenario, you will see the authentication message. When you click **OK**, it doesn't disappear.

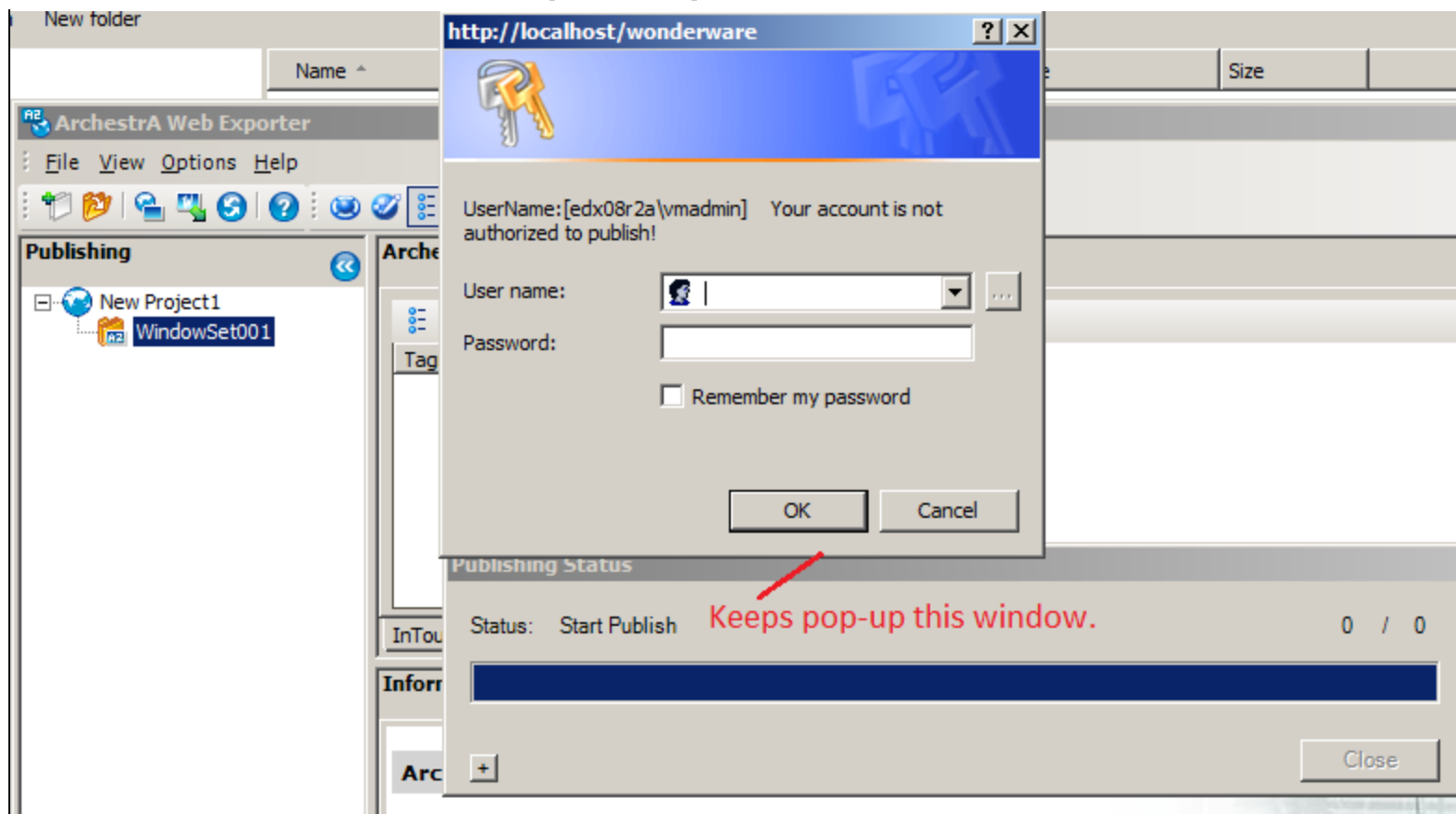


FIGURE 6: AUTHENTICATION DIALOG KEEPS REAPPEARING AFTER YOU SUPPLY THE RIGHT CREDENTIALS

Cause Analysis

The issue is related to the **WebDAV** security settings in both IIS 6.0 and 7.x.

When you click **Publish**, you are telling Web Exporter to copy the selected files from their local locations to the virtual folder at **http://[WISServer]/[Wonderware]/aawinroot**. The physical path might be: **[C]:\inetpub\wwwroot\[Wonderware]\aawinroot** via HTTP Protocol. Under the hood, IIS employs WebDAV to finish this file transfer task.

Resolution

Identify if this belongs to the WebDAV security problem.

1. Open **Windows Explorer/Tools/Map Network Drive**.

If you don't see the Tool command on the main toolbar, click **Organize/Layout/Menu Bar**.

2. Map a drive to WIS Homepage URL (Figure 7 below).

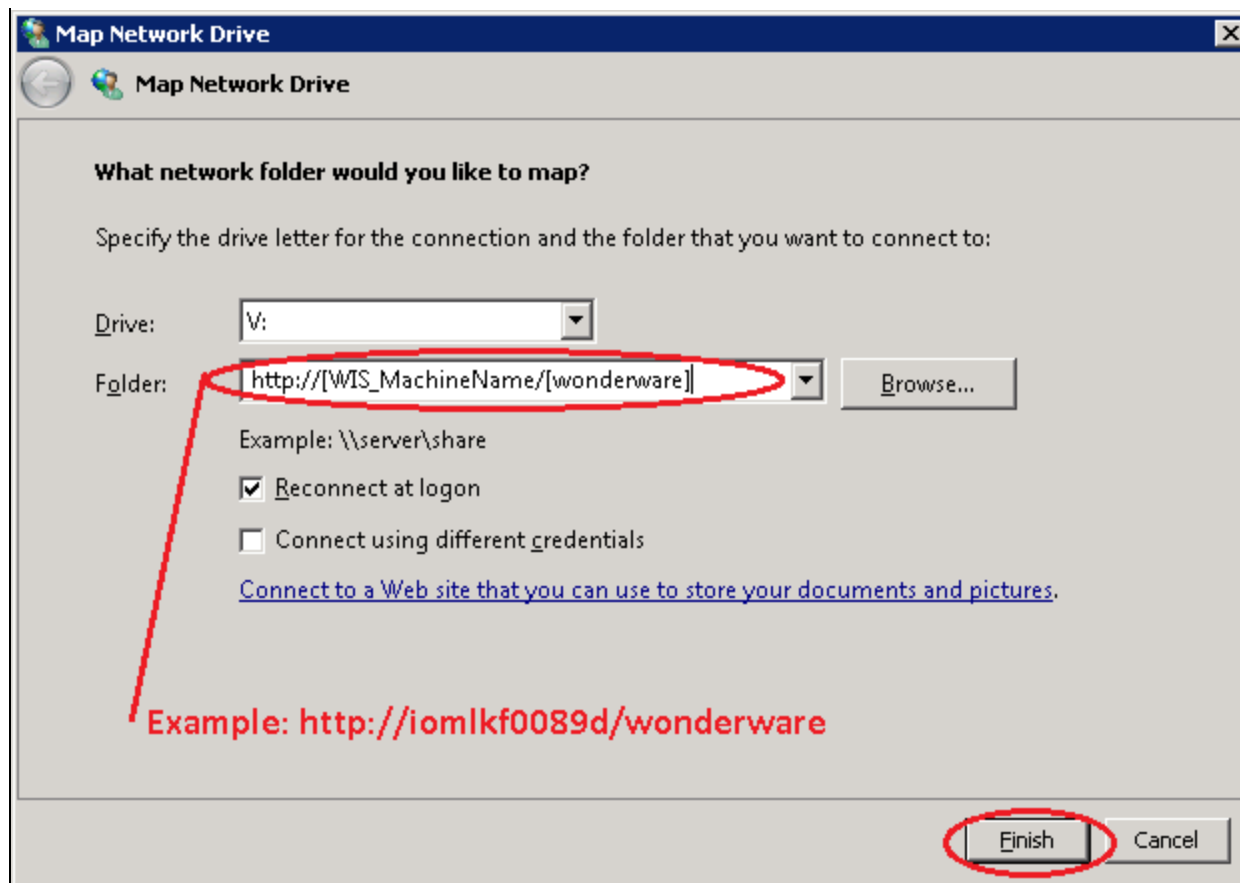


FIGURE 7: CONFIRM YOU CAN MAP A DRIVE VIA THE HTTP PROTOCOL

3. When you see the following Network Error message, you must install WebDAV for IIS 6 or 7. Proceed to the installation steps below.
 - If you *do not* see the following Network Error Message, skip the following steps (*do not* install WebDAV Publishing for IIS). Proceed to the [aawinroot Security check \(Figure 15\)](#) section below.

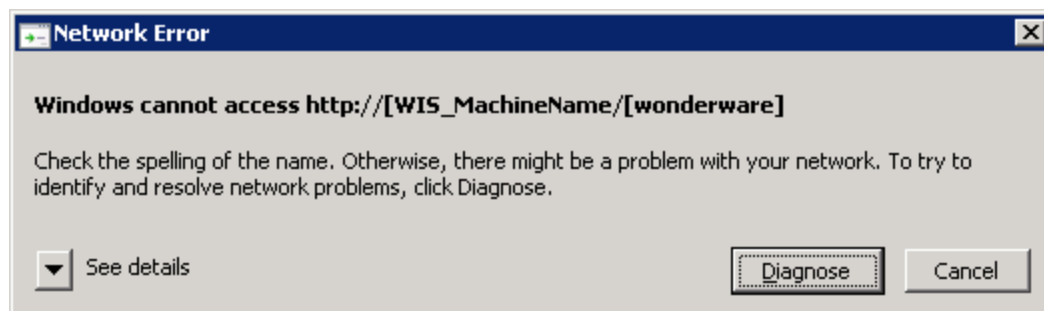


FIGURE 8: DRIVE MAPPING CANNOT FIND THE GIVEN URL

The **Network Error** message (Figure 8 above) means that we need to install WebDAV in IIS 6.0 and Desktop experience in IIS 7.x.

To Install WebDAV for IIS 6

The installation steps are shown in Figure 9 (below).

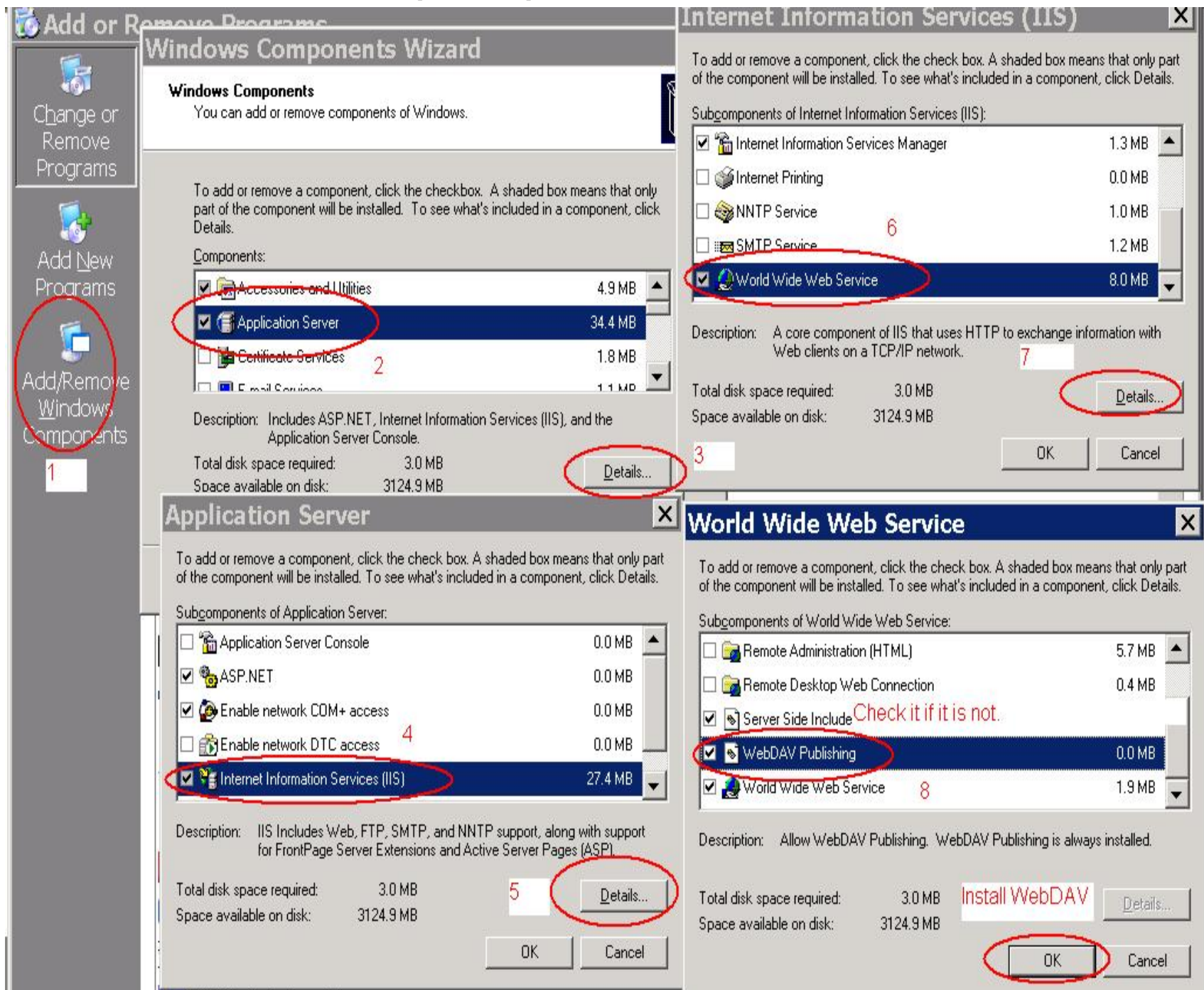


FIGURE 9 INSTALL WEBDAV PUBLISHING IN IIS 6.0

To install the Desktop Experience Feature for IIS 7.x

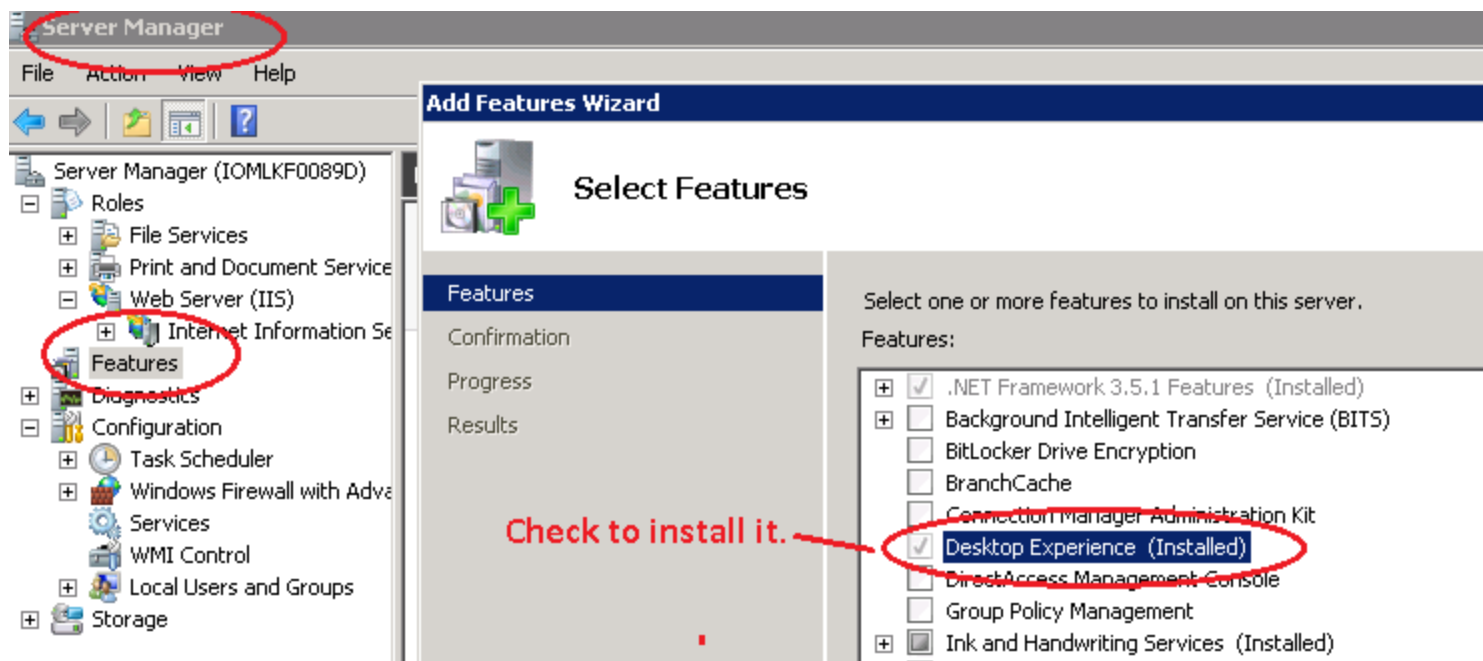


FIGURE 10 INSTALL DESKTOP EXPERIENCE FEATURE USING SERVER MANAGER FOR IIS 7.x

Once you've installed WebDAV, you need to verify that it is enabled.

To verify this for IIS 6.x:

- Check the WebDAV option under the Web Service Extensions node in IIS Manager:

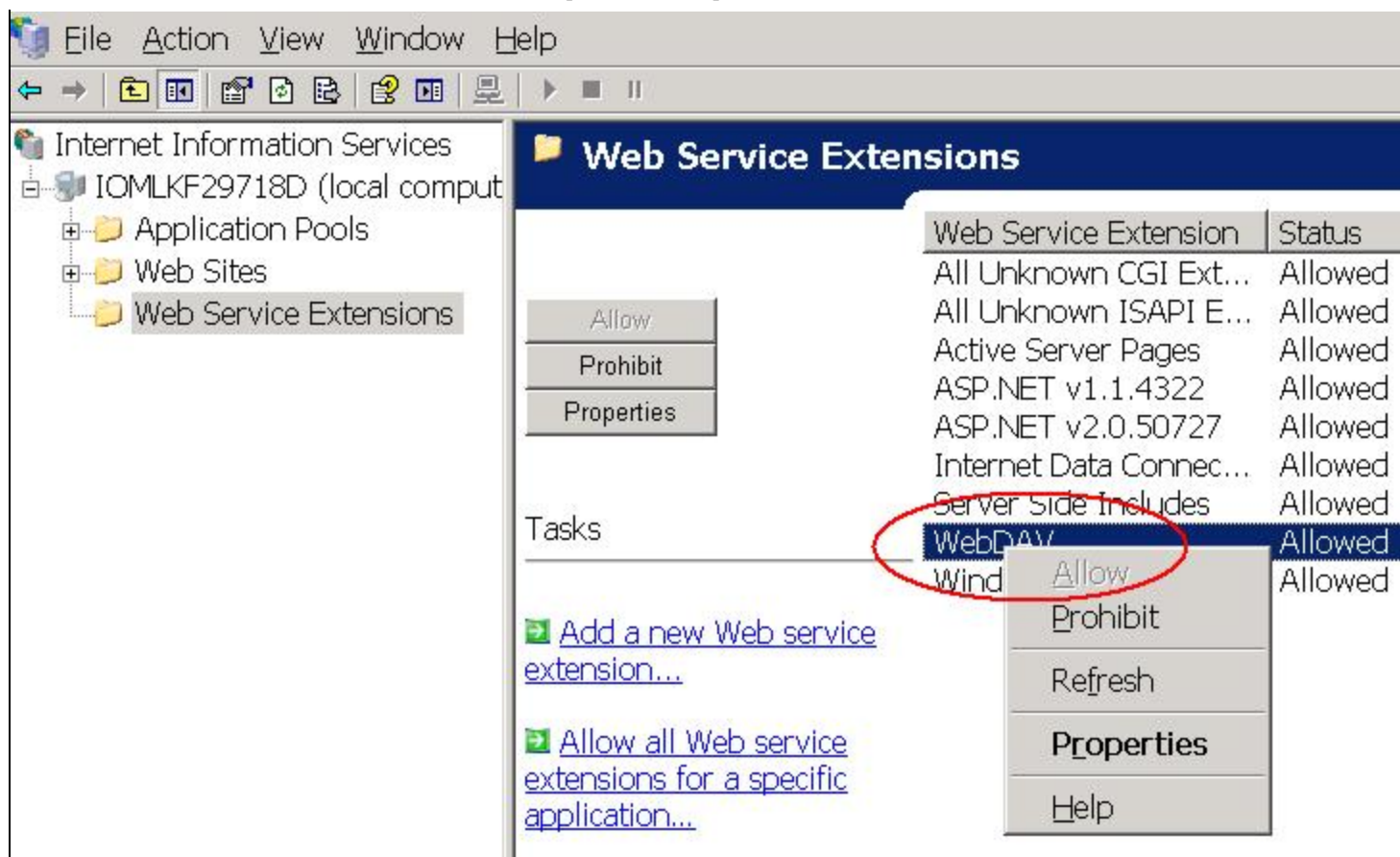


FIGURE 11: WebDAV ENABLED IN IIS 6.0

To verify WebDAV for IIS 7.x:

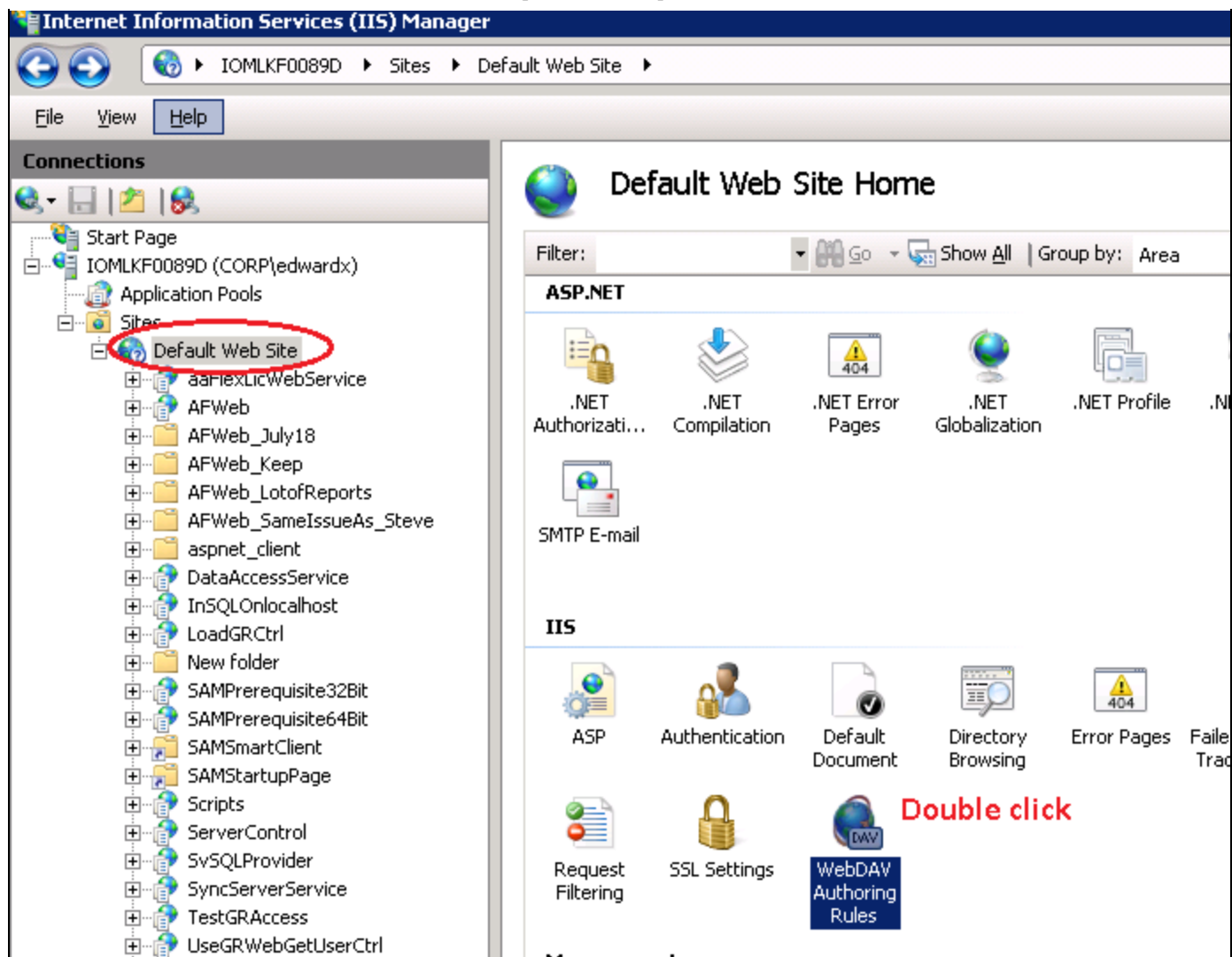


FIGURE 12A DOUBLE-CLICK THE WEBDAV AUTHORIZING RULES AT THE DEFAULT WEB SITE

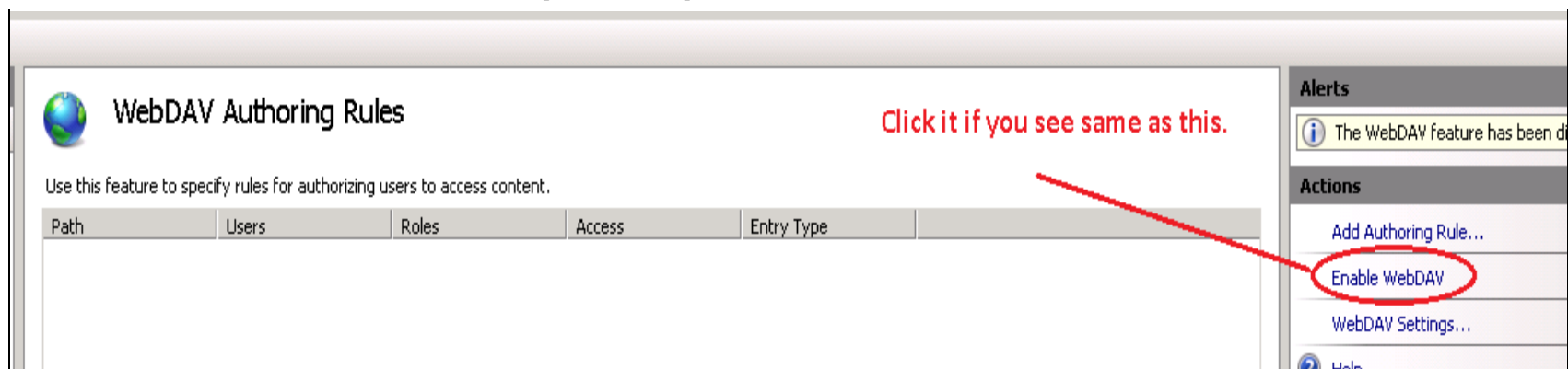


FIGURE 13 CLICK ENABLE WEBDAV FEATURE

Enable the WebDAV Client on the WIS Server Machine

The next task is to enable the WebDAV Client that will be used to create and manage content for your website.

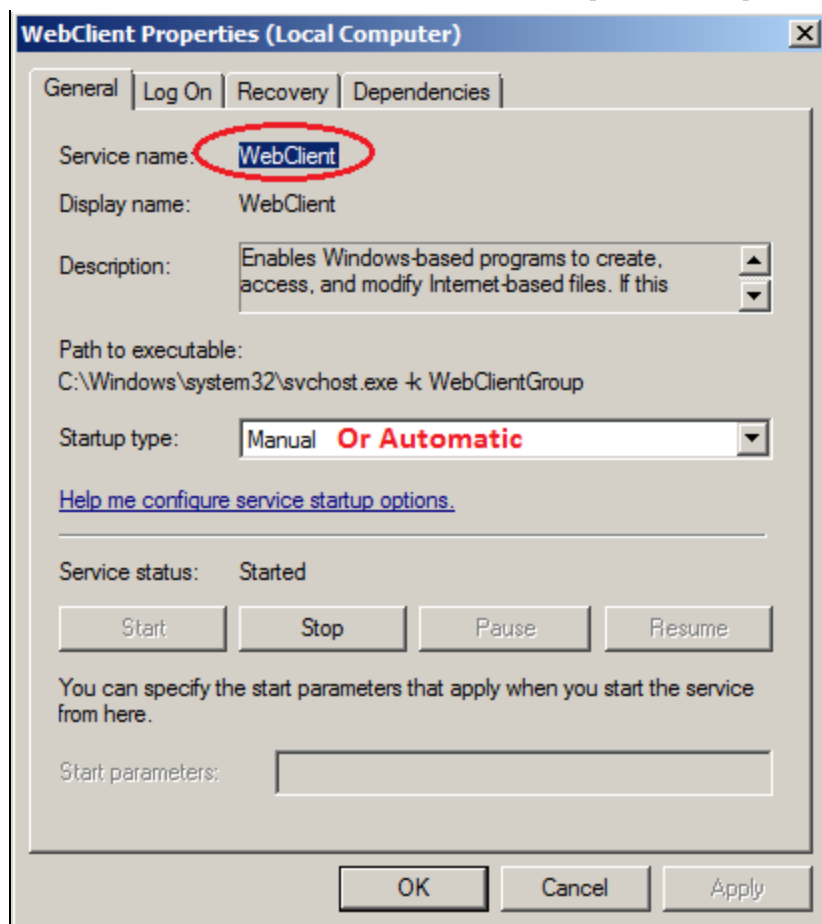


FIGURE 14: IN THE SERVICES PANEL, MAKE SURE THAT WEBCLIENT SERVICE IS SET TO MANUAL OR AUTOMATIC

At this point, when you map a network drive shown in [Figure 7 \(above\)](#), the screenshot below is what you should see. This tells you that WebDAV can see aawinroot now and is ready to do the publishing work.

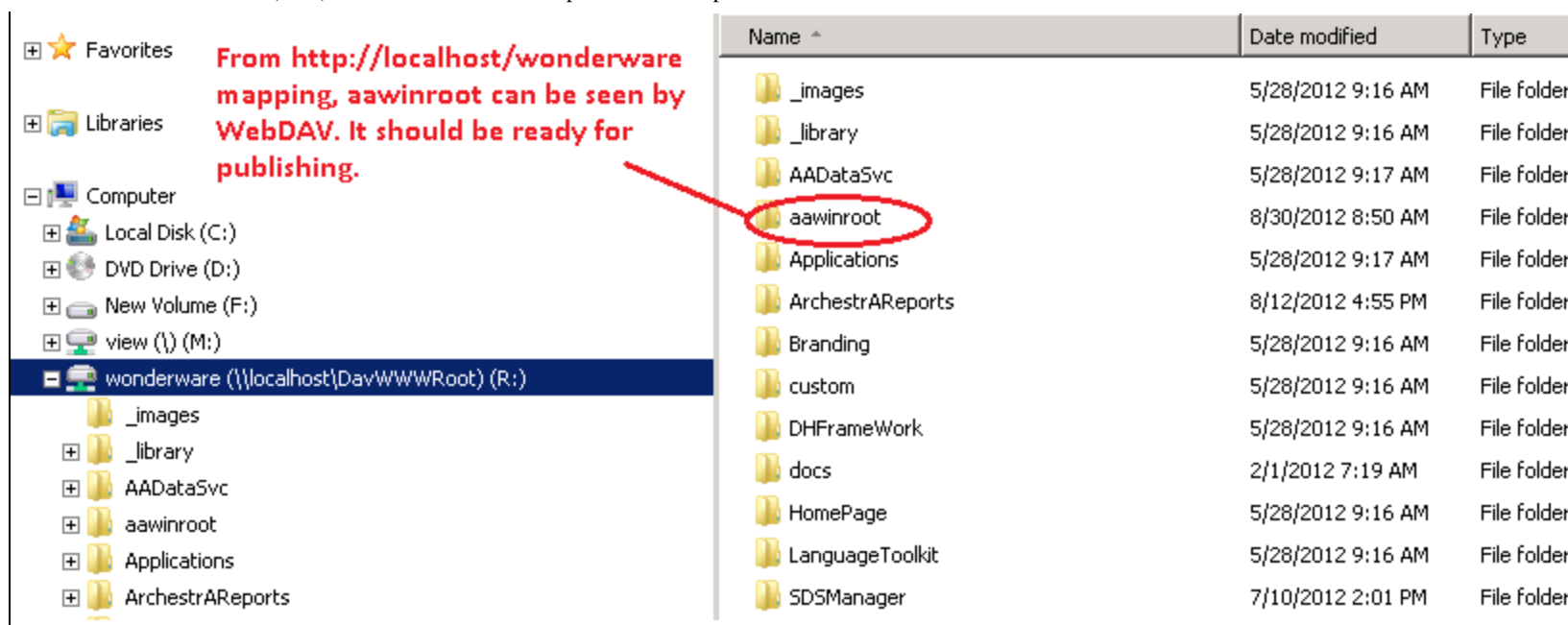


FIGURE 15: AAWINROOT IS VIEWABLE FROM WEBDAV

If you cannot see the **aawinroot** folder , complete the following steps to fix the problem in IIS 6.0 or IIS 7.x.

Settings For IIS 6.0

- Open **aawinroot** properties and set the **Directory** properties shown in Figure 16 (below). Since you need to publish, **aawinroot** has to give the **Write** permission for IIS 6.0.

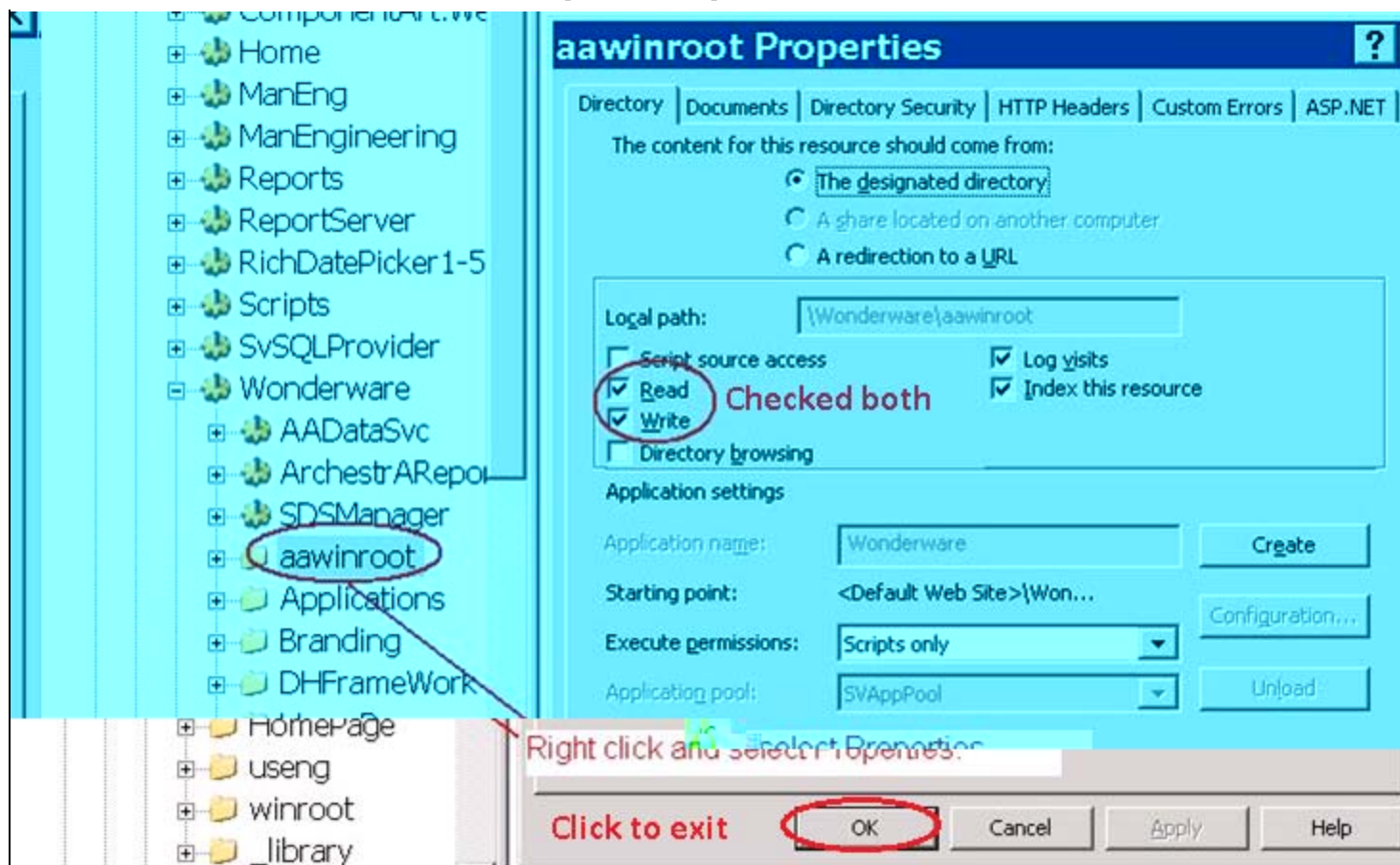


FIGURE 16: MAKE SURE READ AND WRITE OPTIONS ARE CHECKED

For IIS 7.x

- Expand **aawinroot** and double-click **WebDAV Authoring Rules** to to access its properties.

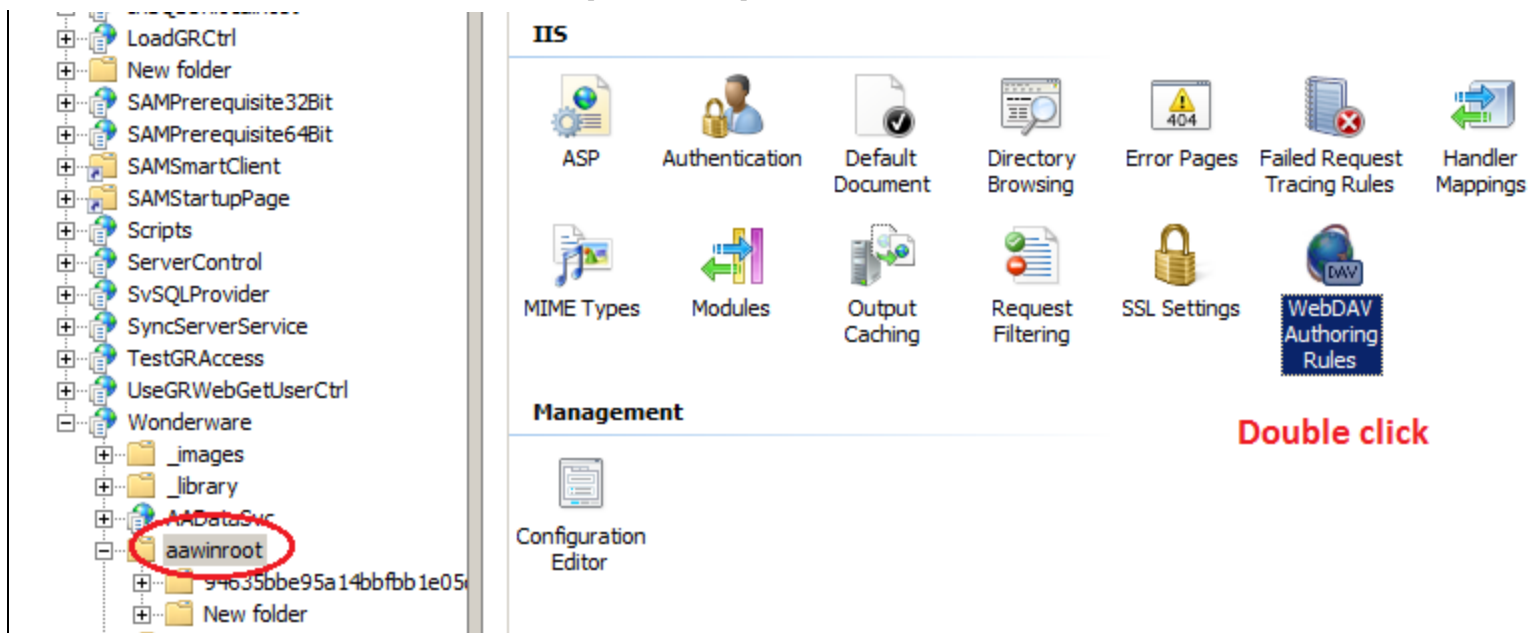


FIGURE 17: ACCESS WEBDAV AUTHORIZING RULES PROPERTIES



FIGURE 18: CONFIGURE THE AUTHORIZING RULES FOR AAWINROOT FOLDER

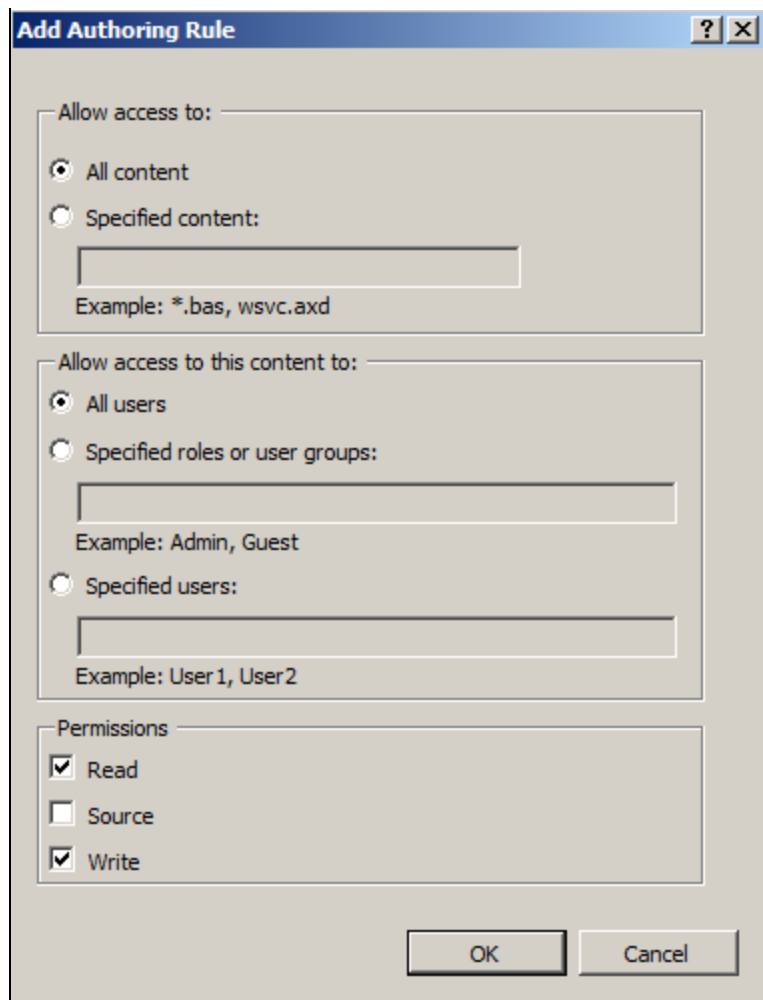


FIGURE 19: CONFIGURE SAME SETTINGS

For both IIS 6.0 and IIS 7.x, configure NTFS permissions on the WIS Server to restrict who has access to the content directory (in the **aawinroot** directory). In order to give permissions for certain users (**Users** group in this example) to access aawinroot, you need to apply the following settings on the **aawinroot** directory.

1. Open Windows Explorer, right-click **aawinroot** and click **Properties**.
2. Click the **Security** tab.

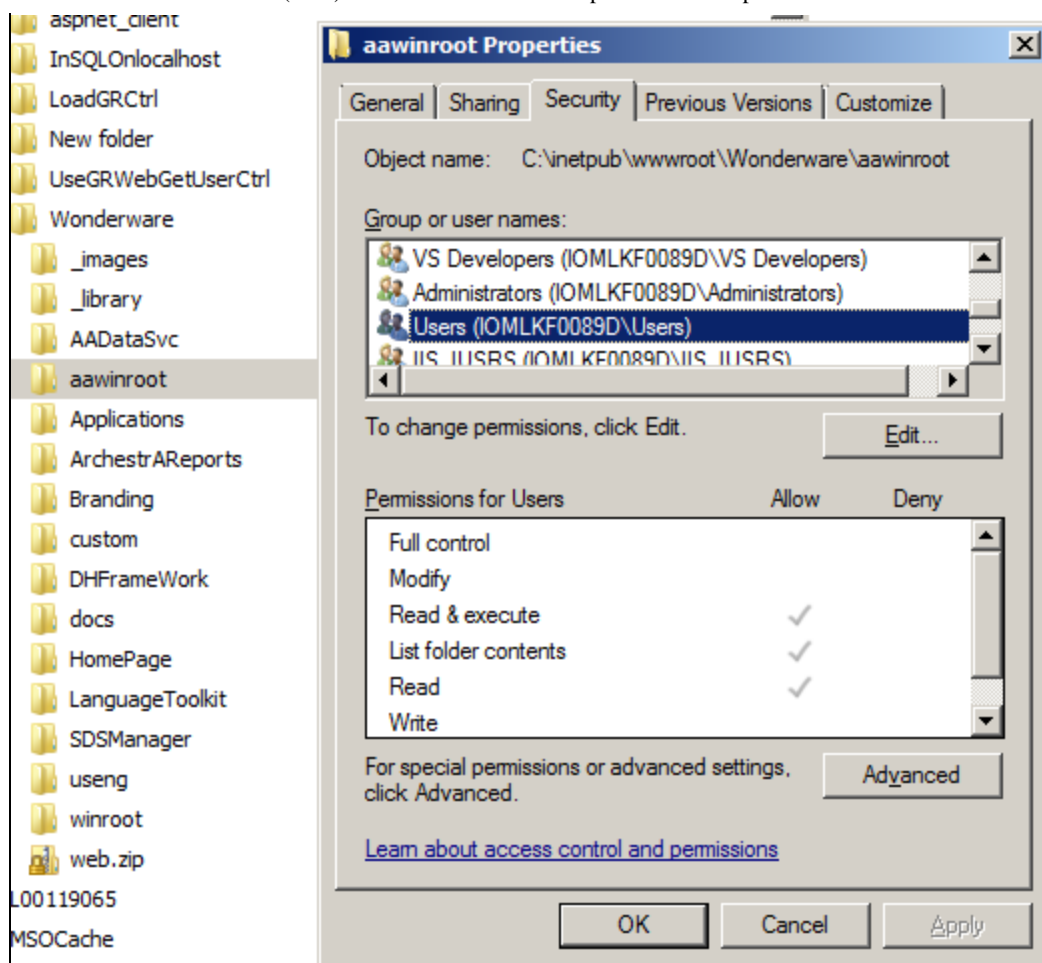


FIGURE 20: PERMISSION SETTINGS ON AAWINROOT FOLDER

Note: The **Users** group has **Read**, **Read & Execute**, and **List folder contents** permissions. These permissions are necessary for WebDAV users to write and modify content on the web server.

The following additional User Group permissions are necessary:

- **Create Files / Write Data**
- **Create Folders / Append Data**

These permissions are also necessary for WebDAV publishing, so do not change them.

Final Cleanup

1. Delete the IE's cached files.
2. Go to the **Services** Panel and restart the **WebClient** Service.
3. After these steps are finished, the **aawinroot** directory should be "seen" by WebDAV and the Web Exporter should be able to

publish.

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