

Tech Note 935

Troubleshooting Wonderware Information Server (2012 R2) Part Nine: Cannot Open Data Source Manager

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Topic#: 002752

Created: March 2013

Introduction

This troubleshooting guide is the ninth in a projected series.

In this *Tech Note*, we will explain resolving an issue when opening the Data Source Manager and AFWeb.

The screenshot shows an IIS 7.5 error page with the following sections:

- Server Error in Application "DEFAULT WEB SITE/AFWEB"** (Internet Information Services 7.5)
- Error Summary:** HTTP Error 404.17 - Not Found. The requested content appears to be script and will not be served by the static file handler.
- Detailed Error Information:**

Module	StaticFileModule	Requested URL	http://moksvk:80/afweb/default.aspx
Notification	ExecuteRequestHandler	Physical Path	C:\inetpub\wwwroot\afweb\default.aspx
Handler	StaticFile	Logon Method	Anonymous
Error Code	0x80070032	Logon User	Anonymous
- Most likely causes:**
 - The request matched a wildcard mime map. The request is mapped to the static file handler. If there were different pre-conditions, the request will map to a different handler.
- Things you can try:**
 - If you want to serve this content as a static file, add an explicit MIME map.
- Links and More Information:** Sometimes preconditions and a wildcard MIME map can unintentionally cause serving script source. [View more information >>](#)

FIGURE 1: AFWEB 404 ERROR

Application Versions

- Wonderware Information Server 4.0 and later
- Windows 2003 Server SP2
- Windows 2008 Server

IIS Handler Mapping Issue with WIS 5

Wonderware Technical Support has identified a problem opening the Data Source Manager in the WIS portal. In this case, when you click the **Data Source Manager** Administration link in the WIS Launch pad, you see **HTTP Error 404.17 - . Not Found The Requested Content appears to be script and will not be served by the static file handler** (Figure 1 below).

Wonderware Technical Support has identified the problem as occurring with some machines using IIS 7.x and WIS. The root cause is that there is no Handler Mapping to .Net Framework 4.0 using *.aspx.

Note: This issue happens only on WIS 5.0 (System Platform 2012 R2), because in WIS 5.0, the Application Pool of Wonderware and AFWeb virtual directories are using .NET Framework Version 4.0.

The screenshot displays the Wonderware Information Server interface. On the left is a navigation menu with categories like Administration, Documentation, and Table Weaver Manager. The 'Data Source Manager' option is highlighted with a red rectangle. The main content area shows a 'Server Error in Application "DEFAULT WEB SITE/WONDERWARE/SDSMANAGER"' message. Below this, the 'Error Summary' section states 'HTTP Error 404.17 - Not Found' and 'The requested content appears to be script and will not be served by the static file handler.' The 'Detailed Error Information' section provides the following data:

Module	StaticFileModule	Requested URL	http://k12k8sp164:80/Wonderware/SDSManager/DSManager.aspx
Notification	ExecuteRequestHandler	Physical Path	C:\inetpub\wwwroot\Wonderware\SDSManager\DSManager.aspx
Handler	StaticFile	Logon Method	Negotiate
Error Code	0x80070032	Logon User	K12K8SP164\Administrator

The 'Most likely causes' section lists: 'The request matched a wildcard mime map. The request is mapped to the static file handler. If there were different pre-conditions, the request will map to a different handler.' The 'Things you can try' section suggests: 'If you want to serve this content as a static file, add an explicit MIME map.'

FIGURE 2: 404.17 - NOT FOUND IN WIS

Solution

1. On the WIS Server, click **Start/Run** and type **Inetmgr**.
2. Click the **Wonderware** virtual directory.

Note: This *Tech Note* describes working with the **Wonderware** virtual directory, but you might need to repeat the the same procedure for the **AFweb** virtual directory.

3. Right-click inside the **Handler Mappings** panel and click **Add Script Map**.

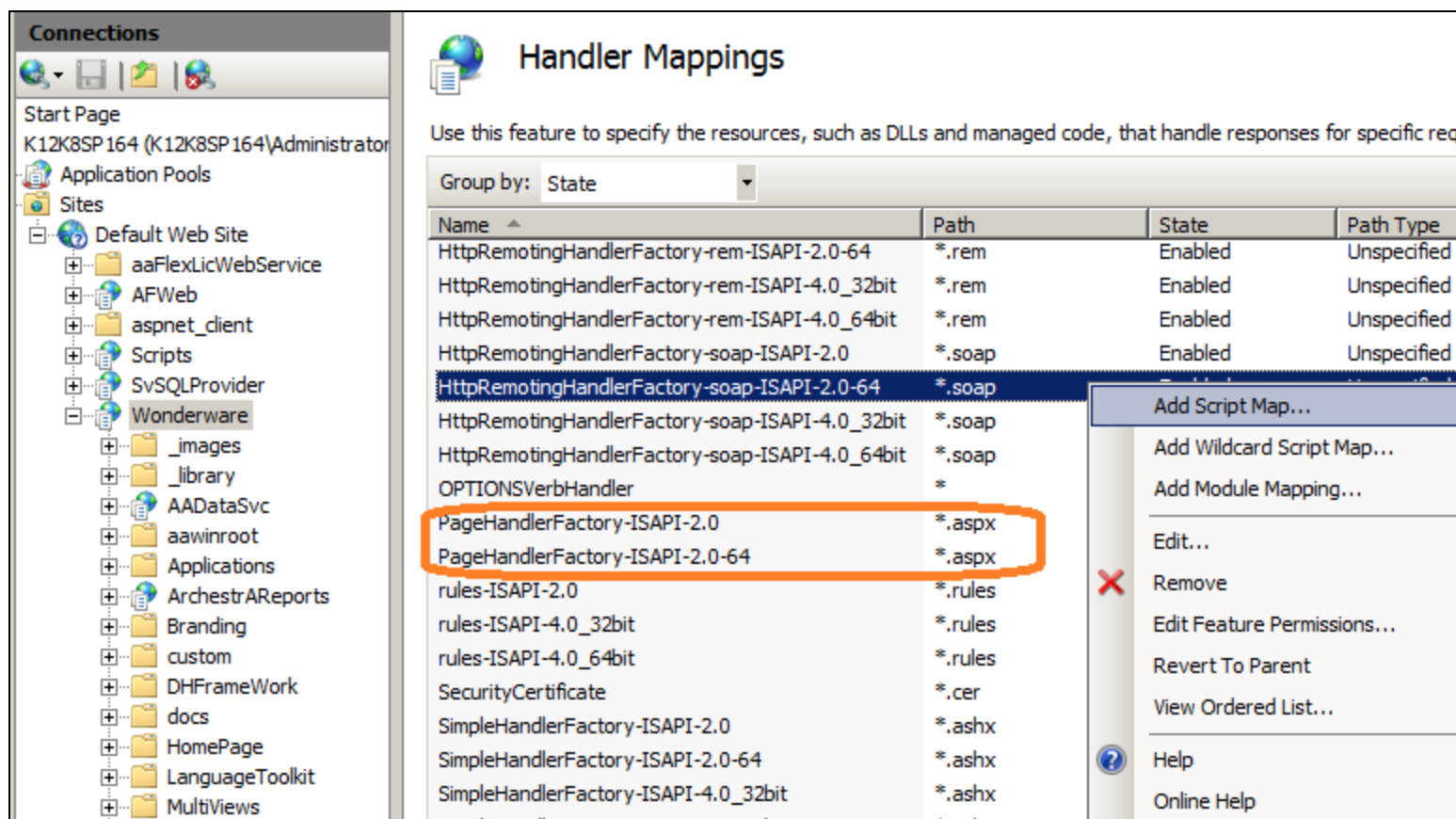


FIGURE 3: ADD SCRIPT MAP

4. Type the following information:

- Request Path: ***.aspx**
- Executable: **%windir%\Microsoft.NET\Framework\v4.0.30319\aspnet_isapi.dll**
- Name: **PageHandlerFactory-ISAPI-4.0_32**

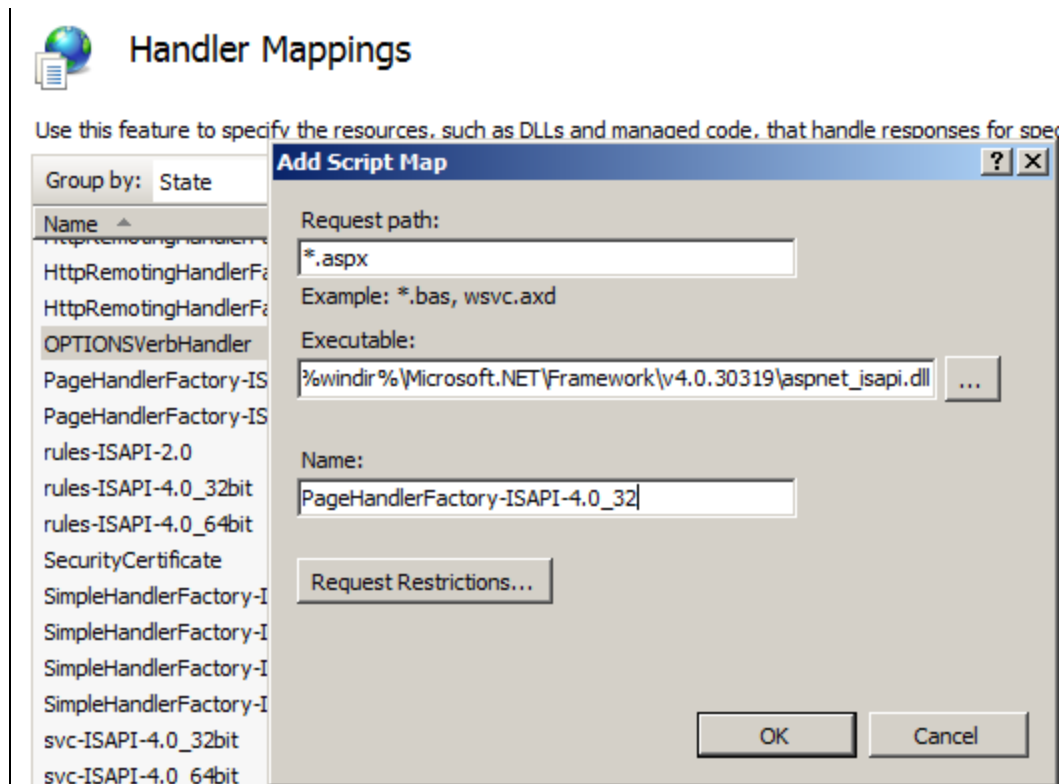


FIGURE 4: ADD SCRIPT MAP

5. Click **OK**.
6. Click **Yes** to confirm.

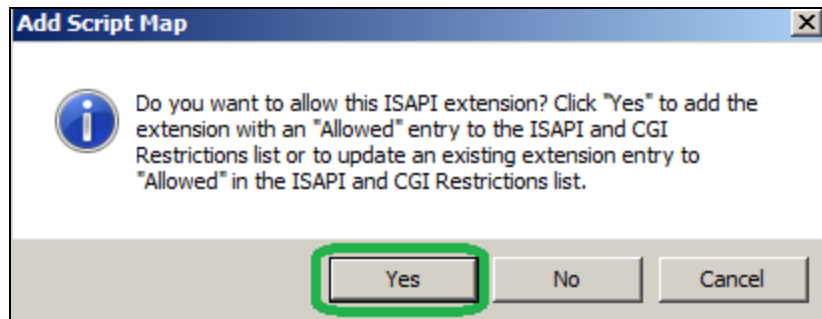


FIGURE 5: ALLOW ADDING SCRIPT MAP

7. Add another Script Map with the following information.
 - Request Path: ***.aspx**
 - Executable: **%windir%\Microsoft.NET\Framework64\v4.0.30319\aspnet_isapi.dll**

- Name: **PageHandlerFactory-ISAPI-4.0_64**

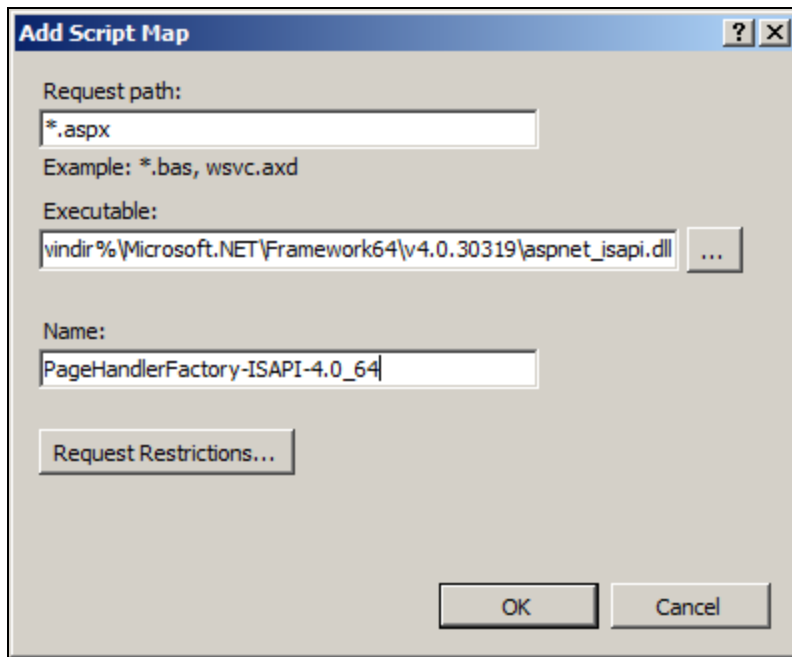


FIGURE 6: ADD SECOND SCRIPT MAP

Adding the Script Maps should resolve the problem. The Script Maps now appear in the **Handler Mappings** panel (Figure 6 below).

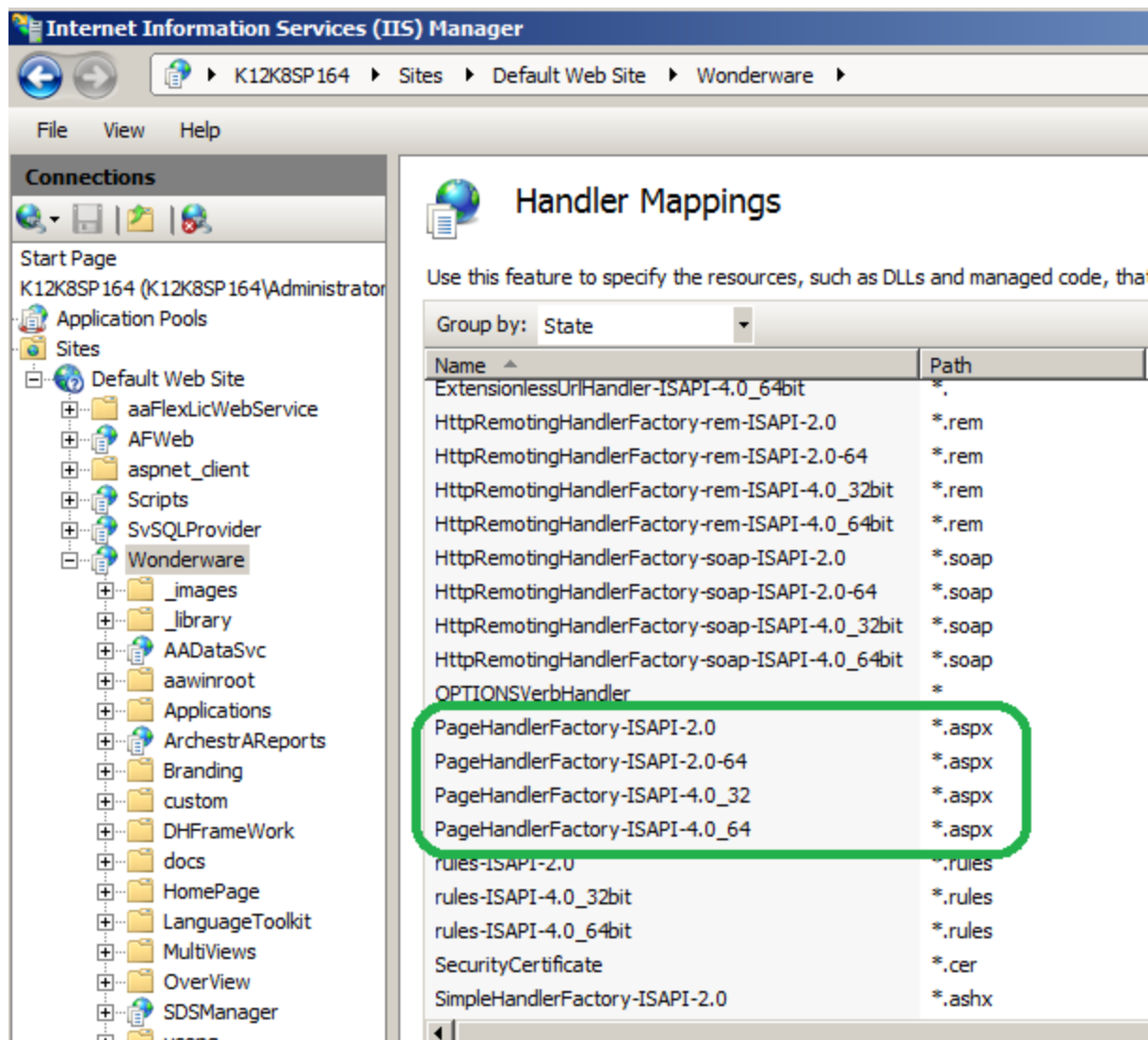


FIGURE 7: NEW SCRIPT MAPS IN THE HANDLER MAPPINGS PANEL

- Open the **Data Source Manager**. It should now open correctly.

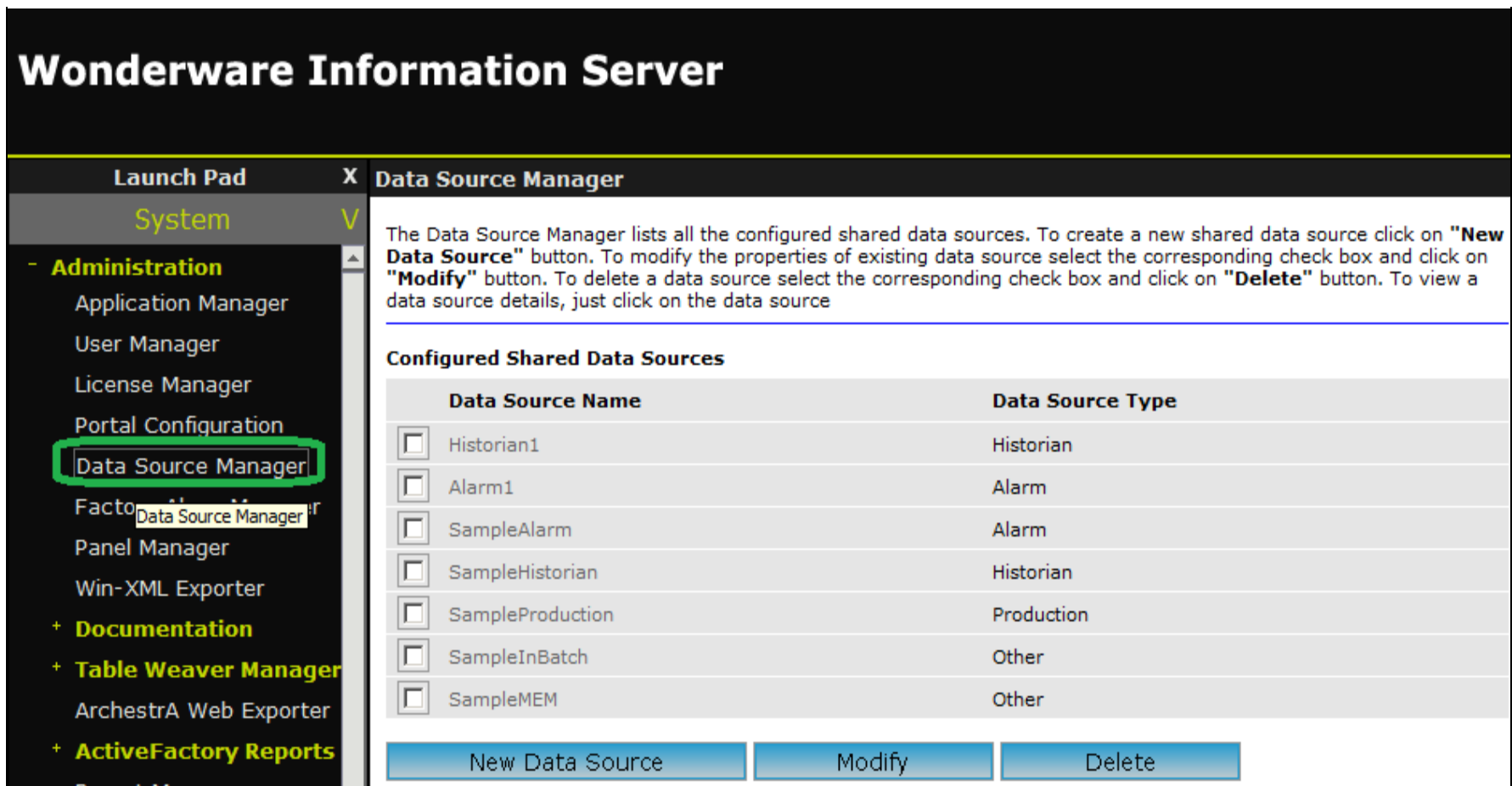


FIGURE 8: DATA SOURCE MANAGER SHOULD OPEN CORRECTLY

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