# Tech Note 986 Adding IIS Handler Mappings: ArchestrA Reports

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Topic#: 002813 Created: October 2013

### Introduction

This *Tech Note* is part of a series of Diagnostic Tech Notes focused on IIS Handler Mapping issues. See the **References section** at the end of this *Tech Note* for links.

## **Application Versions**

- Wonderware Information Server 2012 R2 (5.x)
- Windows 2008 R2 Server
- Windows 2008 SP2

## Problem

Opening ArchestrA Reports from the WIS Administration tab fails.

#### Cause

Wonderware Support has discovered a problem with some machines using IIS 7.x: There are some missing Handler Mappings to .NET Framework 4.0.

**Note:** This issue happens only on WIS 5.0 (System Platform 2012 R2). In WIS 5.0, the **SVAppPool** uses the .NET Framework Version 4.0.

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G S KEVINBASE2008V1 ► Application Pools						
File View Help						
Connections         Image       Image						
	Filter:	- 84	Go 👻 🕁 Shov	All Group by: No	Grouping	
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	AFWebPool	Started	v4.0	Classic	LocalSystem	1
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	@ ASP.NET v4.0 De	Started	v4.0	Integrated	ApplicationPoolIden	1
	Classic .NET App	Started	v2.0	Classic	ApplicationPoolIden	1
	DefaultAppPool	Started	v2.0	Integrated	ApplicationPoolIden	0
	SVAppPool	Started	v4.0	Classic	NetworkService	6

FIGURE 1: SV APPLICATION POOL USING .NET VERSION 4.0

The problem occurs when you browse to the **(ArchestrA) Reports** from the **System** section of WIS portal and click **Execute** (Figure 2 below).

Launch Pad X	Alarms History Report	
System V		1
<ul> <li>ActiveFactory Reports</li> </ul>	Y Tags	
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- ArchestrA Graphics	SystvarnErrCht Total warnings since st \KEVINBAS	
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* Predefined	9/10/2013 12:00:00 AM V [00] 15:33:41.000 V 9/10/2013 3:33:41 PM V	
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Trend	Optional Sections	
Query	Execute	
Help		
Select InSQL		
- Reports		
- Alarms		
Alarms History Report		
* Historian		

FIGURE 2: EXECUTE ARCHESTRA REPORT

Executing any ArchestrA reports like the Alarm History report results in a blank page (Figure 3 below).



FIGURE 3: BLANK REPORT

# Solution

- 1. On the WIS Server, click **Start/Run** and type **Inetmgr**.
- 2. Highlight the AFWeb virtual directory
- 3. Double-click Handler Mappings in the right pane.
- 4. Right-click any blank area and click Add Script Map (Figure 4 below).

Connections Connec	Handler Mappings Use this feature to specify the resources, such as DLLs and managed code, that handle responses for specific request types					
Application Pools	Group by: State					
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E	HttpRemotingHandlerFactory-soap-ISAPI-4.0_32bit	*.soap	Add Script Map		Isa	
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FIGURE 4: ADD SCRIPT MAP

- 5. Type the following information (Figure 5 below):
  - Requested Path = \*.axd
  - Executable = c:\Windows\Microsoft.NET\Framework\v4.0.30319\aspnet\_isapi.dll
  - Name = AXD-ISAPI-4.0\_32bit
- 6. Click OK.



FIGURE 5: ADD AXD-ISAPI MAPPING

7. Click Yes.



FIGURE 6: ADD THE ISAPI EXTENSION

- 8. Repeat steps 1-7 above with the following information for Step 5 (Figure 7 below).
  - Requested Path = \*.axd
  - Executable = C:\Windows\Microsoft.NET\Framework64\v4.0.30319\aspnet\_isapi.dll
  - Name = **AXD-ISAPI-4.0\_64bit**



FIGURE 7: ADD AXD-ISAPI MAPPING

9. Verify the problem with the ArchestrA Reports is resolved (Figure 8 below).

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+ Custom Links	ArchestrA Reports					
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* ArchestrA Graphics	anada) ]					
* ActiveFactory	Group:					
- Reports						
- Alarms						
Alarms History Report						
- Historian	Report Generated On 10/1/2013 10:25:20 AM Page 1 / 1					
Group Period						
Historian Model						
OverView						

#### FIGURE 8: ARCHESTRA REPORTS DISPLAY CORRECTLY

## References

Click the following links to view other Handler Mapping Tech Notes:

- Tech Note 984 Adding IIS Handler Mappings: Checklist
- Tech Note 985 Adding IIS Handler Mappings: AFWeb and Related Reports
- K. Nourbakhsh, E. Xu

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