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Introduction

Sometimes, Wonderware Information Server (WIS) portal cannot be accessed, and you see the HTTP Error 500. The HTTP Error 500 usually indicates that IIS has accepted the request from its IE client but there is a problem during processing the request. IIS sends a response with HTTP Error 500 to the IE client.

To troubleshoot HTTP Error 500, you can first refer to existing Tech Notes or relevant hotfixes to resolve it. However, one of the most common reasons for this issue is that it can be caused by **Wonderware COM+** corruption.

Wonderware Technical Support recommends reconfiguring Wonderware COM+ and restoring the existing setting data to restore access.

Application Versions

- Wonderware Information Server (WIS) 4.x or 5.0
- Windows 2003 Server SP2 or later
- Windows 2008 Server or later

Overview

Many global customers have defined a large number of panels in WIS. Figure 1 (below) shows an example of Configured Panels in WIS.

Wonderware Information Server

Launch Pad >	Panel Manager	
System \		
- Administration Application Manager	Below is a list of the configured in the new panel's Name field a update its user list, select pane Configured Panels:	d navigation panels. To create a Panel select the New Panel button, enter the panel's name and when finished press the Enter key. To modify the navigation tree content of a Panel or al's Edit action link. To remove a Panel, select panel's Delete action link.
License Manager	The following panels currently Name	exist in your system. Action
Portal Configuration	System	Show to Administrators only
Data Source Manager	Trend	Edit Delete Rename
Factory Alarm Manager	Reports - Alarms	Edit Delete Rename
Panel Manager	Reports - Historian	Edit Delete Rename
Win-XML Exporter	AA Graphics - Factory A	Edit Delete Rename
+ Documentation	AA Graphics - Factory C	Edit Delete Rename
+ Table Weaver Manager	AA Graphics - Factory D	Edit Delete Rename
ArchestrA Web Exporter	AA Graphics - Factory E	Edit Delete Rename
Report Manager	AA Graphics - Factory B	Edit Delete Rename
	Reports - MES	Edit Delete Rename
Information Model	Reports - InBatch	Edit Delete Rename
* Process Graphics	New Panel	
* Factory Alarms		

FIGURE 1: PANELS CONFIGURED IN WIS

Users in each Wonderware COM+ roles are also defined. In this case, only certain users can access the specific panel(s) they are allowed to see. Figure 2 (below) shows an example of user roles and their associated panel settings.



FIGURE 2: PANELS AND USERS STORED IN COM+

Figure 3 (below) shows the HTTP Error 500.



FIGURE 3: HTTP ERROR 500 WHEN ACCESSING WIS

onderware Information Serv	/er		***
	6		
	Errors on this webpage might cause it to work inc To see this message in the future, double-click the warning	press on the status bar.	
	19. Anamet Remeet 'n waar oe neet on odgers Nov View, asp Gode 9 URE: http://www.wj?.np200202/Wooderword.warrg/main/Nov/www	Less 207 Cher 2	
	🔄 All-eys that this message for webpage errors	Copy error details	
	() Hide getain.		W

FIGURE 4: NAVIGATION ERROR IN WIS

Note: Determining the root cause of Wonderware COM+ corruption is not in the scope of this Tech Note.

This Tech Note provides an efficient approach that

- Restores the Wonderware COM+ Components and
- Restores the *current* user role settings.

This approach uses a utility developed by Wonderware Technical Support. The following steps show how to achieve this goal in detail.

Restoring the WIS COM+ Component

This section contains detailed procedures that restore the COM+ Component

Create a Backup CAB File for the WIS Application

1. Download and unzip the utility to a local location of the WIS machine. For example, C:\WISCOMPlusConfig.

- 2. Run the WIS Backup Utility by clicking Start > All Programs > Wonderware > Information Server > Backup and Restore.
- 3. Click the **Backup** Operation option (Figure 5 below).
- 4. Provide a location for the Backup File. For example C:\WIS_Backup.cab. This automatically creates the Backup CAB file.
- 5. Select either Windows Authentication or SQL Server Authentication.
- 6. Click **Backup/Restore** to run the backup operation (Figure 5 below).

Operation		
 Backup 	C Restore	
Backup File		
C:\WIS_Backup.cab		
-Authentication Mode		
Windows Authentication		
C SQL Server Authentication		
User Name :		
Password :		
Backing up the feature: Table Weaver		

FIGURE 5: CREATE THE BACKUP CABINET OF WIS

- 7. Verify the backup file (WIS_Backup.cab) was created successfully and unzip it in the same location mentioned in Step 1 (C:\WISCOMPlusConfig).
- 8. Open the _wwCabinetFileList.xml file in Internet Explorer, and search for MTSUsers.xml. Figure 6 (below) shows as the first highlighted word.
- 9. Note the file name. In this example, it is wcbE712.tmp.

🥖 C:\WIS_Backup\wwCabinetFileList.xml - Windows Internet Explorer
C:\WIS_Backup_wwCabinetFileList.xml
🗙 🛄 Snagit 🔁 🖆
🚖 Favorites 🛛 🚖 🙋 Suggested Sites 👻 🙋 Web Slice Gallery 👻
C:\WIS_Backup_wwCabinetFileList.xml
<pre><fileitem <="" filecode="BackUp" filename="BackUp\InTouch\t688c2s84ssehn1crb0ao1rcs\Images\win00003002.jpg" pre=""></fileitem></pre>
<pre><fileitem <="" filecode="BackUp" filename="BackUp\InTouch\t688c2s84ssehn1crb0ao1rcs\Images\win00003003.jpg" pre=""></fileitem></pre>
<pre><fileitem <="" filecode="BackUp" filename="BackUp\InTouch\t688c2s84ssehn1crb0ao1rcs\Images\win00003004.jpg" pre=""></fileitem></pre>
<pre><fileitem <="" filecode="BackUp" filename="BackUp\InTouch\t688c2s84ssehn1crb0ao1rcs\Images\win00003005.jpg" pre=""></fileitem></pre>
<pre><fileitem <="" filecode="BackUp" filename="BackUp\InTouch\t688c2s84ssehn1crb0ao1rcs\Images\win00003006.jpg" pre=""></fileitem></pre>
<pre><fileitem <="" filecode="BackUp" filename="BackUp\InTouch\t688c2s84ssehn1crb0ao1rcs\Images\win00003007.jpg" pre=""></fileitem></pre>
<pre><fileitem <="" filecode="BackUp" filename="BackUp\InTouch\t688c2s84ssehn1crb0ao1rcs\Images\win00003008.jpg" pre=""></fileitem></pre>
<pre><fileitem <="" filecode="BackUp" filename="BackUp\InTouch\t688c2s84ssehn1crb0ao1rcs\Images\win00003009.jpg" pre=""></fileitem></pre>
<pre><fileitem <="" filecode="BackUp" filename="BackUp\InTouch\t688c2s84ssehn1crb0ao1rcs\Images\win00003010.jpg" pre=""></fileitem></pre>
<pre><fileitem <="" filecode="BackUp" filename="BackUp\InTouch\t688c2s84ssehn1crb0ao1rcs\Images\win00003011.jpg" pre=""></fileitem></pre>
<pre><fileitem <="" filecode="BackUp" filename="BackUp\InTouch\t688c2s84ssehn1crb0ao1rcs\Images\win00003012.jpg" pre=""></fileitem></pre>
<pre><fileitem <="" filecode="BackUp" filename="BackUp\InTouch\t688c2s84ssehn1crb0ao1rcs\Images\win00003013.jpg" pre=""></fileitem></pre>
<pre><fileitem <="" filecode="BackUp" filename="BackUp\InTouch\t688c2s84ssehn1crb0ao1rcs\Images\win00003014.jpg" pre=""></fileitem></pre>
<pre><fileitem <="" filecode="BackUp" filename="BackUp\InTouch\t688c2s84ssehn1crb0ao1rcs\Images\win00003015.jpg" pre=""></fileitem></pre>
<pre><fileitem <="" filecode="BackUp" filename="BackUp\InTouch\t688c2s84ssehn1crb0ao1rcs\Images\win00003016.jpg" pre=""></fileitem></pre>
<fileitem filecode<="" filename="BackUp\InTouch\t688c2s84ssehn1crb0ao1rcs\tv8j1t8joa3udbr4e3a1n5mb3.xml" th=""></fileitem>
<fileitem backup\intouch\wwcfg.xml"="" filecode="BackUp\InTouch\wcbE700.tmp" filename="BackUp\InTouch\t688c2s84ssehn1crb0ao1rcs\wwcfg.xml"></fileitem>
<fileitem backup\portalconfig\mtsusers.xml"="" filecode="BackUp\PortalConfig\wcbE712.tmp" filename="BackUp\PortalConfig\@temp~dummy123@tmp.tmp"></fileitem>
<fileitem filecode="BackUp\PortalConfig\wcbE722.tmp" filename="BackUp\PortalConfig\personalize.xml"></fileitem>
<pre><fileitem filecode="BackUp\PortalConfig\wcbE723.tmp" filename="BackUp\PortalConfig\PortalConfig.xml"></fileitem></pre>

FIGURE 6: FIND THE FILE CODE NAME FOR USER ROLE

- 10. Locate the the wcbE712.tmp file from the unzipped directory (C:\WISCOMPlusConfig).
- 11. Copy it and rename it with the .xml extension. For example MTSUsers.xml.

Compo	uter 🕨 Local Disk (C:) 🕨 WIS_Backup 🕨	BackUp PortalConfig	
Organize 👻 📄 Op	en 🔻 Burn New folder		
🔆 Favorites	Name	Date modified	Туре
📃 Desktop	wcbE711.tmp	10/29/2013 11:43	TMP File
鷆 Downloads	wcbE712.tmp	10/29/2013 11:44	TMP File
Recent Places	wcbE/22.tmp	11/11/2012 11:38	TMP File
100.010	wcbE723.tmp	10/29/2013 11:44	TMP File
Cibraries	wcbE734.tmp	10/29/2013 11:44	TMP File

FIGURE 7: LOCATE THE TMP FILE AND RENAME

Create a Backup of Wonderware SuiteVoyager COM+ Application

Back up the COM + Application just in case. The utility is used to add the existing user roles to the original COM + Application.

- 1. Click Component Services > Computers > My Computer > COM+ Applications > Wonderware SuiteVoyager.
- 2. Right-click and click Export.



FIGURE 8: START COM+ APPLICATION EXPORT WIZARD

3. Click Next to continue.



FIGURE 9: START THE EXPORT COM+ APPLICATION OPERATION

- 4. Specify the location of exported file (Figure 10 below).
- 5. Click the Server application and Export user identities with roles options.
- 6. Click **Next** and then **Finish** to complete the export.

Welcome to the COM+ Application Export Wizard
Application Export Information Please enter information required to export this application.
Enter the full path and filename for the application file to be created. Component files will be copied into the directory you specify for the application file. C:\WWSV.MSI Export as: Server application - Install this application onto other machines Export user identities with roles
Application proxy - Install on other machines to enable access to this machine Save application in COM+ 1.0 format - some properties may be lost

FIGURE 10: INPUT NECESSARY INFORMATION TO EXPORT

Welcome to the COM+ Applic	ation Export Wizard	23
weicome to the COM+ Applic	Thank you for using the COM+ Application Export Wizard The application has been successfully exported.	
	Finish	

FIGURE 11: FINISH COM+ APPLICATION EXPORT

Reconfigure the COM + Application with Predefined User Roles

- 1. Open **WIS COMPlus Configure** Utility described in Step 1. The utility populates the domain and user name automatically based on your current machine and logged-on user.
- 2. Provide the following:
 - Password for the displayed User Name.
 - Click the Using Existing Retained XML file option and browse to the XML file (MTSUsers.xml).

	Plus Configure				
Domain Name	SVM-W7-SP2012R2				
User Name	Spark				
Password	******				
1	Using Existing Retained XML file				
Existing File	C:\Users\Spark\AppData\Local\Temp\M	TSUsers xml	Browse		
Orthur					
Status:		Cancel	nfigure CON+		
		🖳 Browse a XML file			×
		00- 🏭 🕨 Com	puter 🕨 Local Disk (C:) 🕨	✓ 4→ Search Local Disk (C:)	Q
			folder	····	
		organize + New		5 × L	
		🔶 Favorites	Name	Date modified	Type T
		Desktop	Program Files	10/29/2013 11:19	File fol
		Recent Places	ProgramData	10/28/2013 8:24 PM	File fol
		incent noces	🗏 🍌 S&F	10/28/2013 8:45 PM	File fol
		🥽 Libraries	Software	6/6/2013 10:10 AM	File fol
		Documents	Jusers 🔒	6/6/2013 10:44 AM	File fol
		🁌 Music	Windows	10/23/2013 12:29	File fol
		Pictures	WIS_Backup	10/29/2013 11:48	File fol
		Videos	MISCOMPLUCCONFig	10/20/2013 12:52	XML D
			₹ 4		•
		F	ile name: MTSUsers	✓ XML Files (*.xml)	•
				Open V Canc	.ei

FIGURE 12: SELECT THE USER ROLE XML TO RESTORE

3. Click **Configure COM+** to complete the process. You can check the status and or log file for more detailed information.

Domain Name	SVM-W7-SP2012R2
User Name	Spark
Password	
	✓ Using Existing Retained XML file

FIGURE 13: RE-CONFIGURE COM+ COMPONENT WITH USER ROLE

- 4. Open **Component Services** using the Windows Control Panel.
- 5. Click **Component Services > Computers > My Computer > COM+ Applications > Wonderware SuiteVoyager > Roles** to verify the role setting has been restored successfully.



FIGURE 14: VERIFY USER ROLE IN COMPONENT SERVICES

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