Tech Note 1051
Solving HTTP 404 Error for aaFlexLicWebService

All Tech Notes, Tech Alerts and KBCD documents and software are provided "as is" without warranty of any kind. See the **Terms of Use** for more information.

Topic#: 002895
Created: July 2014

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.
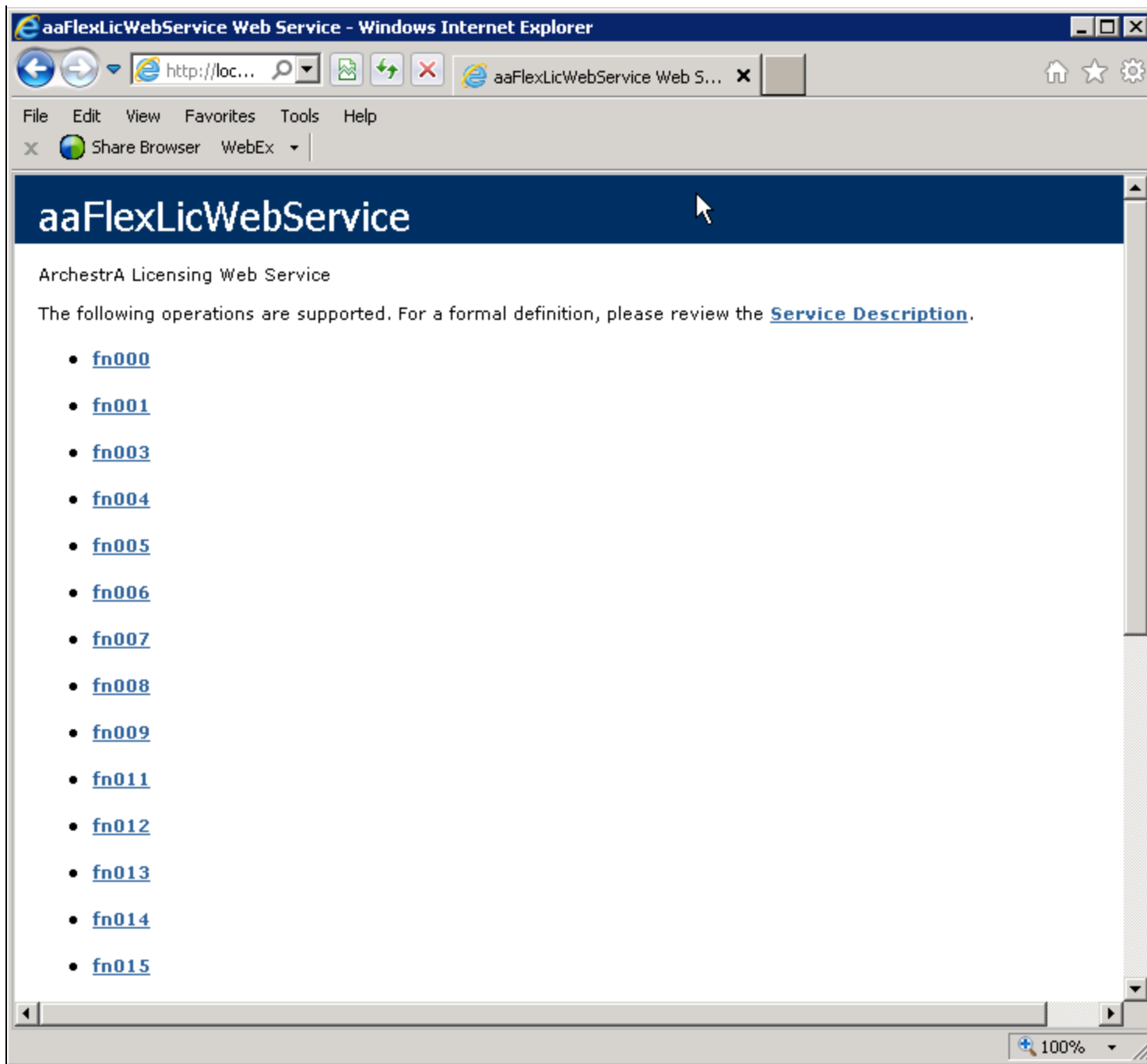
You should see screen like Figure 1 (below).

FIGURE 1: AAFLEXLICWEBSERVICE

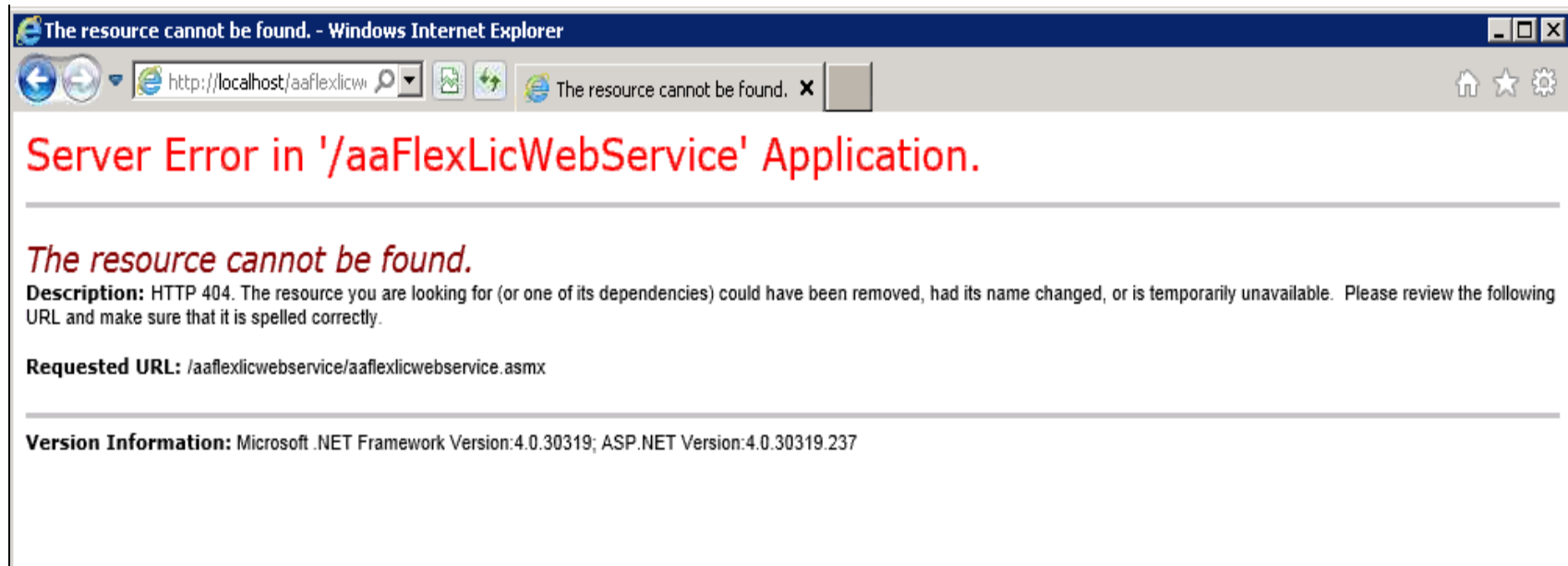However, you might see a screen with Error HTTP 404 (Figure 2 below).

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):
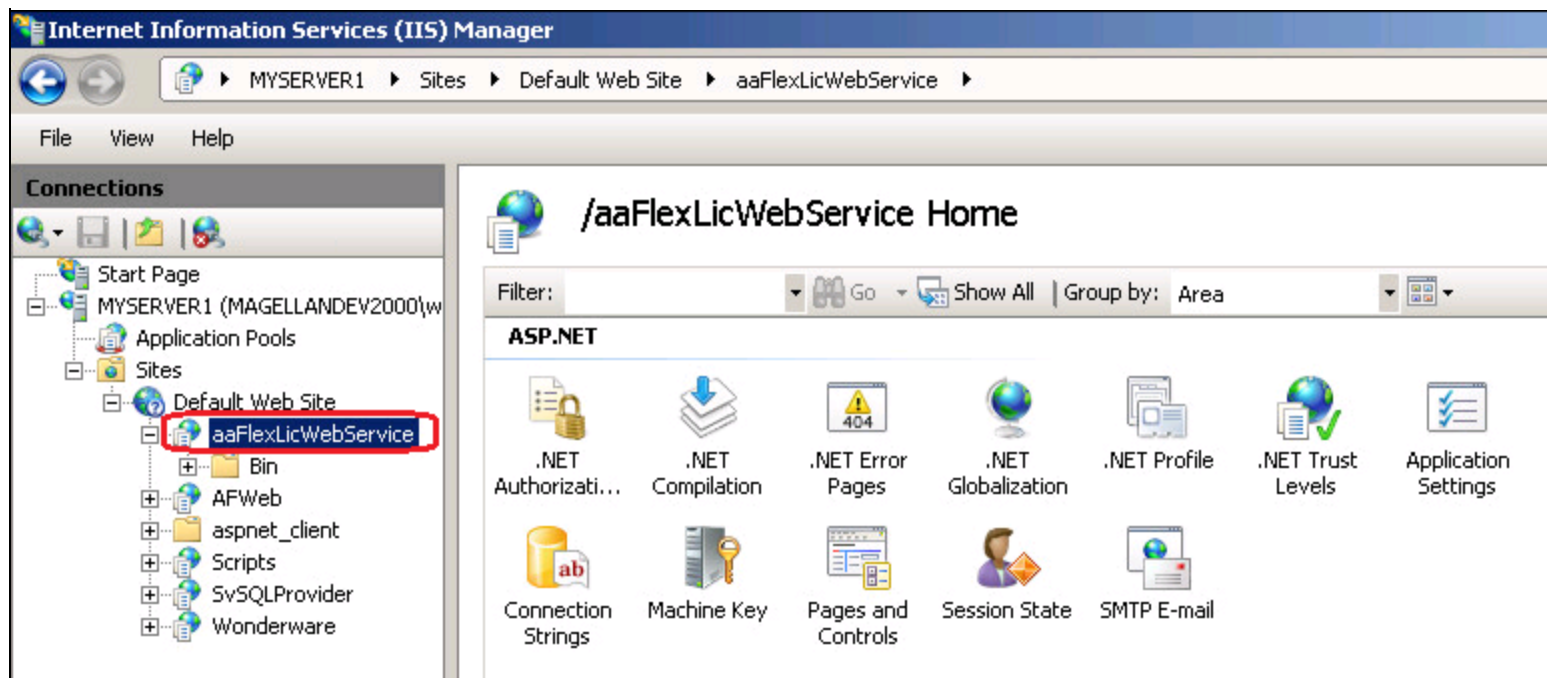
FIGURE 3: DEFAULT WEBSITE/AAFLEXLICWEBSERVICE + BIN

If the **aaFlexLicWebService** icon appears to be shortcut to a folder (Figure 4 below), there is an issue with the physical **aaFlexLicWebService** folder.
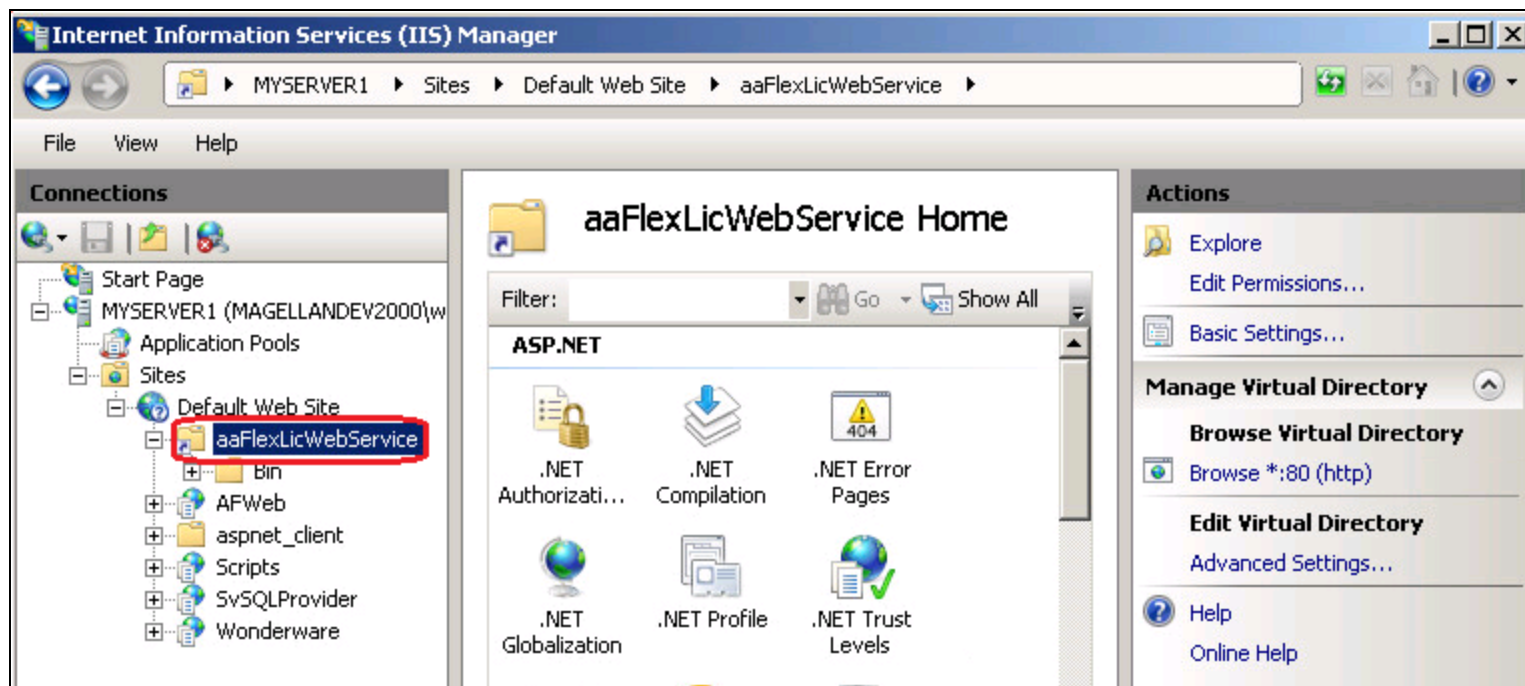
FIGURE 4: FOLDER APPEARS AS A SHORTCUT

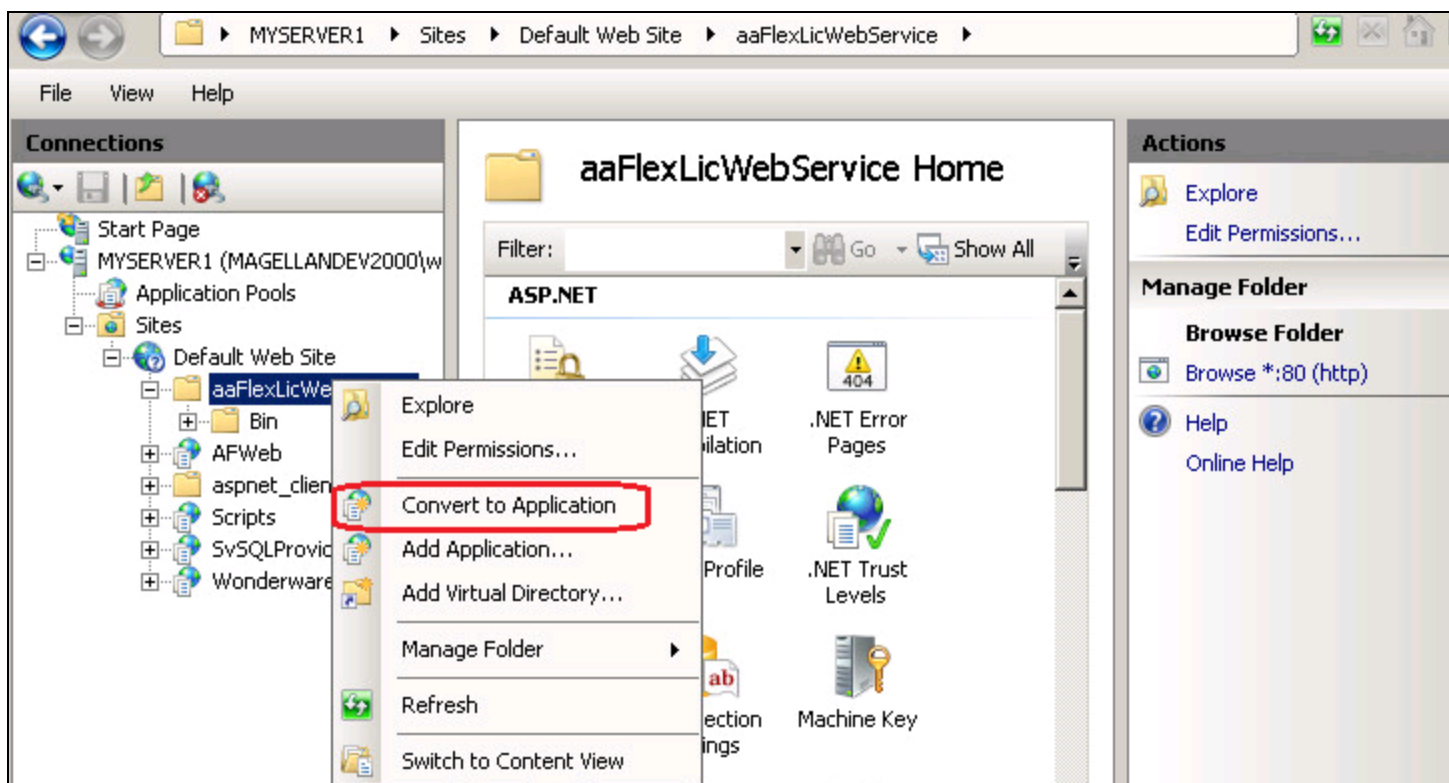3. Right-click **aaFlexLicWebService** then select **Convert to Application**.

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).
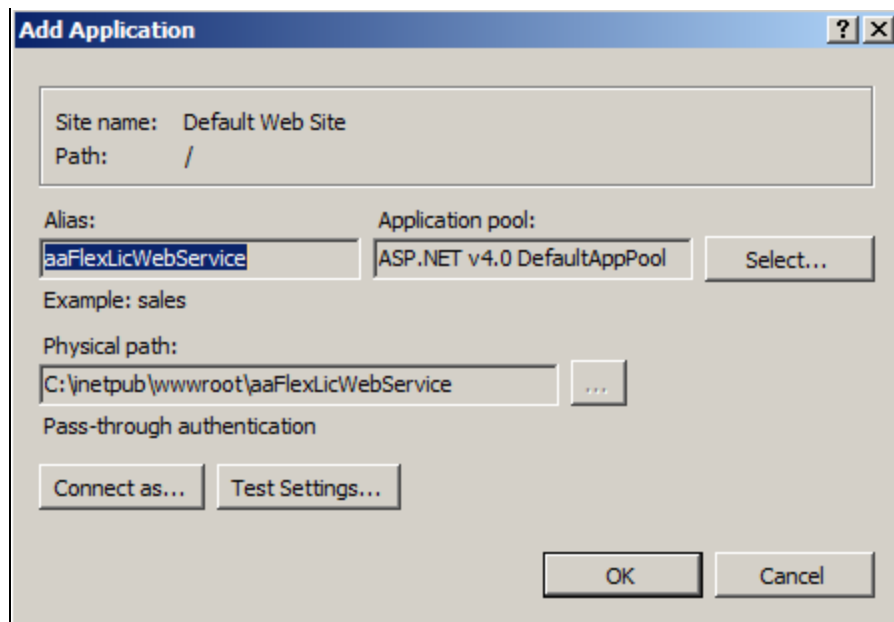
FIGURE 6: ADD APPLICATION DIALOG BOX

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.
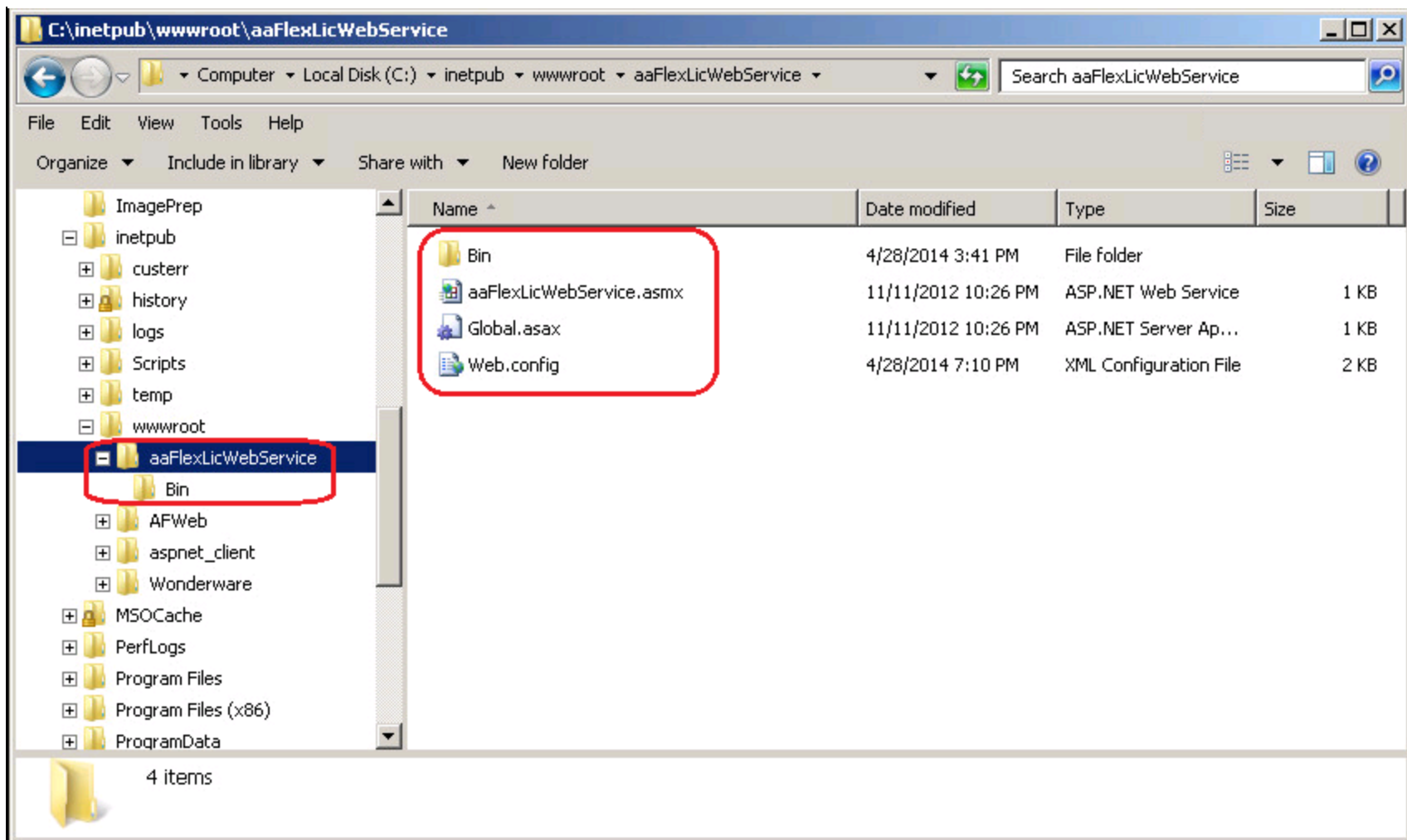
FIGURE 7: AAFLEXLICWEBSERVICE FILE CONTENT

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**.
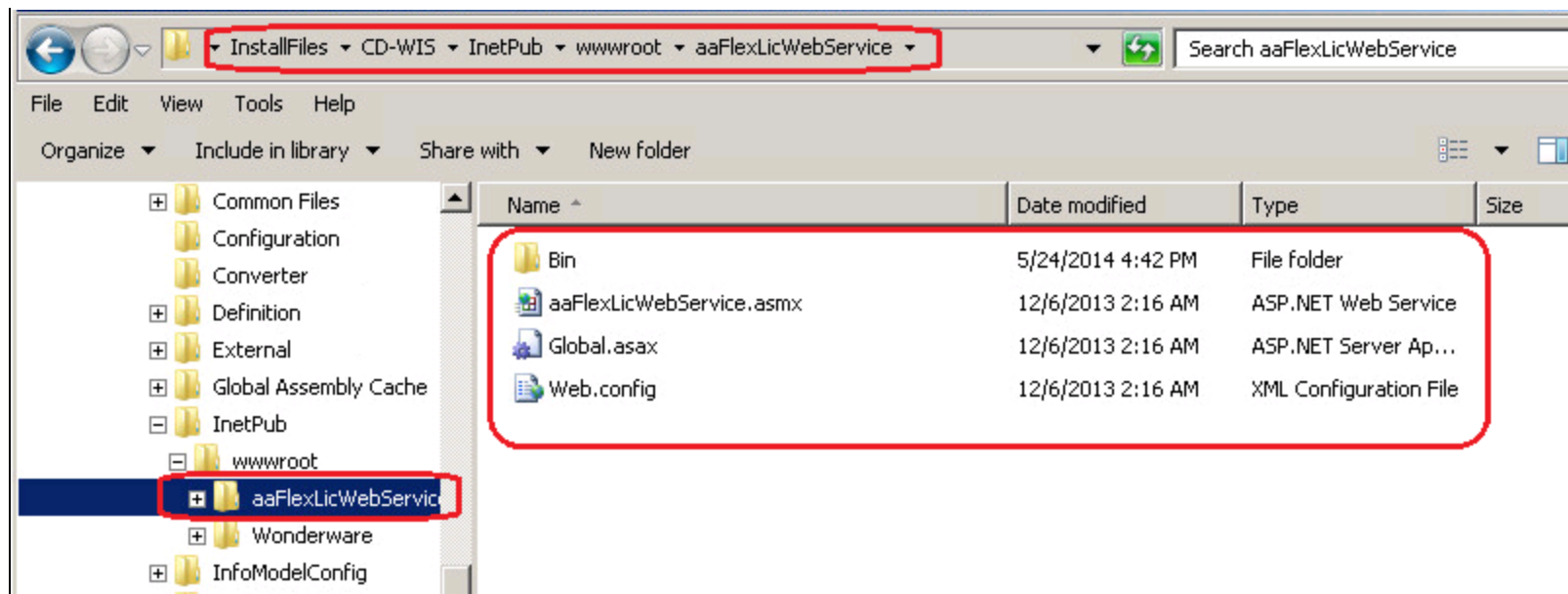
FIGURE 8: INSTALLATION DIRECTORY FILES FOR COPY/PASTE

10. Repeat steps 3, 4, 5, and 6 above.

11. Next, enable Anonymous Access to the aaFlexLicWebService webservice.

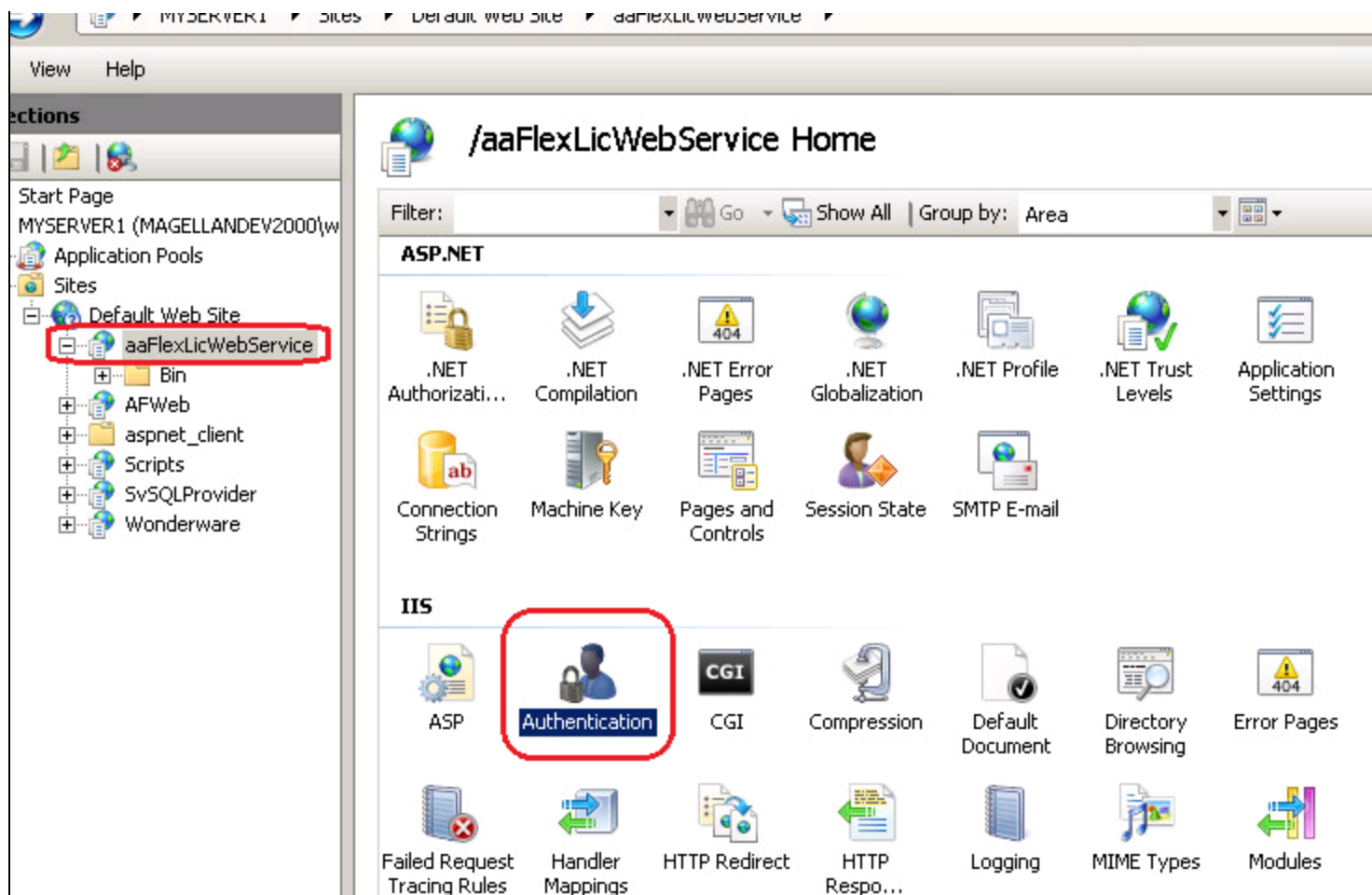12. Highlight **aaFlexLicWebService** under Default Web Sites.

FIGURE 9: SET ANONYMOUS ACCESS

13. Then double-click **Authentication** (Figure 9 above). Make sure **Anonymous Authentication** is enabled. If it is disabled, right-click **Anonymous Authentication** and select **Enable**.
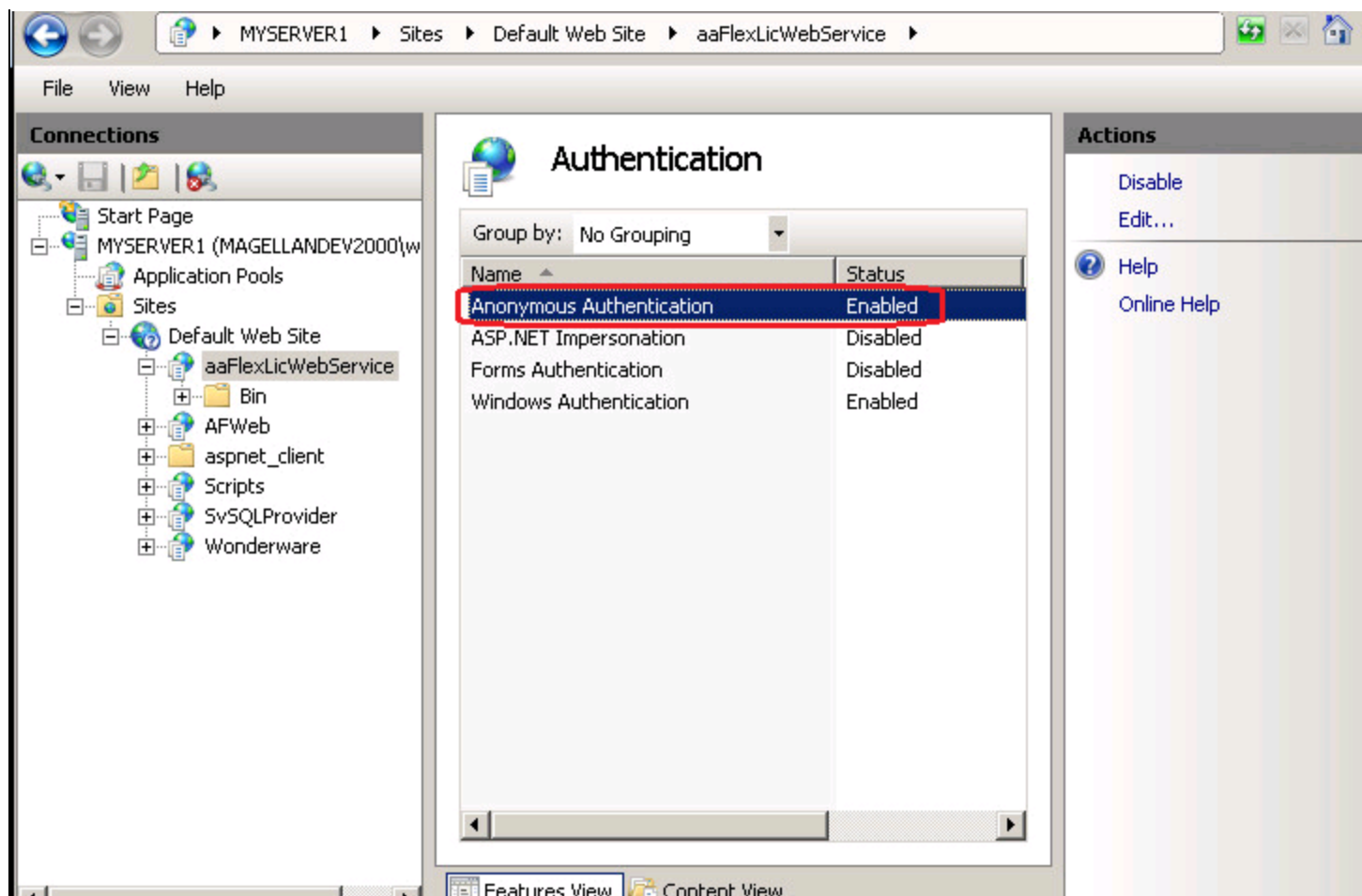
FIGURE 10: ENABLE ANONYMOUS AUTHENTICATION

14. Restart the IIS by clicking **Start**, then click **Run** and type **IISReset**.

15. Click **OK** to close the **Run** panel.

B. Nguyen

Tech Notes are published occasionally by Wonderware Technical Support. Publisher: Invensys Systems, Inc., 26561 Rancho Parkway South, Lake Forest, CA 92630. There is also technical information on our software products at **Wonderware Technical Support.**

For technical support questions, send an e-mail to **wwsupport@invensys.com**.

◢ **Back to top**