

Tech Note 524

Resolving the "URL cannot be resolved or accessed or does not reference an XML document" Error in Wonderware® Information Server

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Topic#: 002259

Created: March 2008

Introduction

This technote provides recommendations to resolve the error message **URL cannot be resolved or accessed or does not reference an XML document**. The message may appear when users click **ActiveFactory/Reports** from the WIS 3.0 Launch Pad.

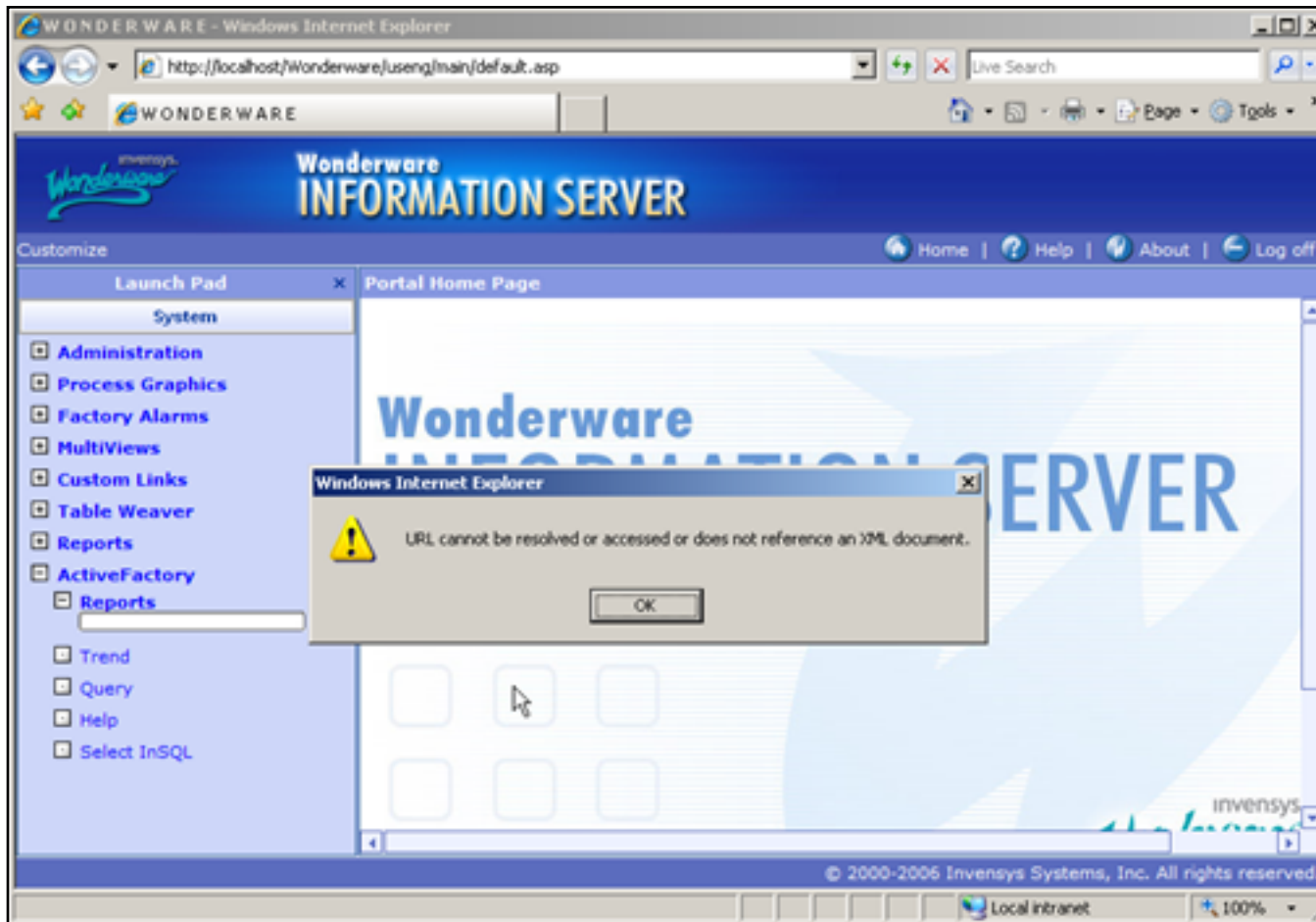


Figure 1: URL and XML Reference Error

Application Versions

- Wonderware Application Server (WIS) 3.0

Symptoms

Symptoms range from file corruption to incorrect security settings. Any of the conditions cause the general error message to appear. Summary recommendations and links to their details appear below.

- [Enable Anonymous Access for the AFWeb site](#)

- **Allow Full Access to the AFWeb/Language Folder**
- **Replace the Corrupted ReportParameters.xml File**
- **Restore Missing IE Settings**
- **Ensure the Websites Named Wonderware and AFWeb are Configured Properly for ASP.NET 2.0.50727**
- **Anonymous Password for the AFWeb Website May be Incorrect**
- **RWSInfo.xml Does Not Have the Correct Settings for the AFWeb Website**
- **AFWeb is not Excluded from Sharepoint Managed Paths**

Recommended Solutions

Enable Anonymous Access for the AFWeb Site

1. Click Start/Run and type **inetmgr** to start Internet Information Services (IIS Manager).

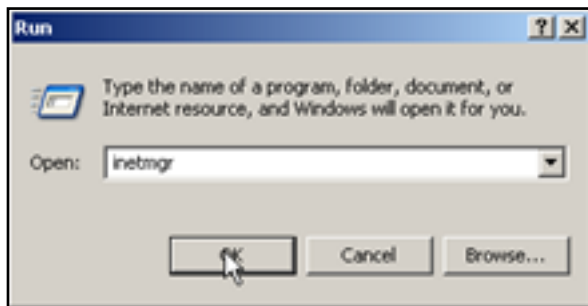


Figure 2: Run Inetmgr

2. Click **OK**, and expand your local computer icon.
3. Expand **Web Sites**, then **Default Web Site**.
4. Right-click the **AFWeb** icon and select **Properties**.

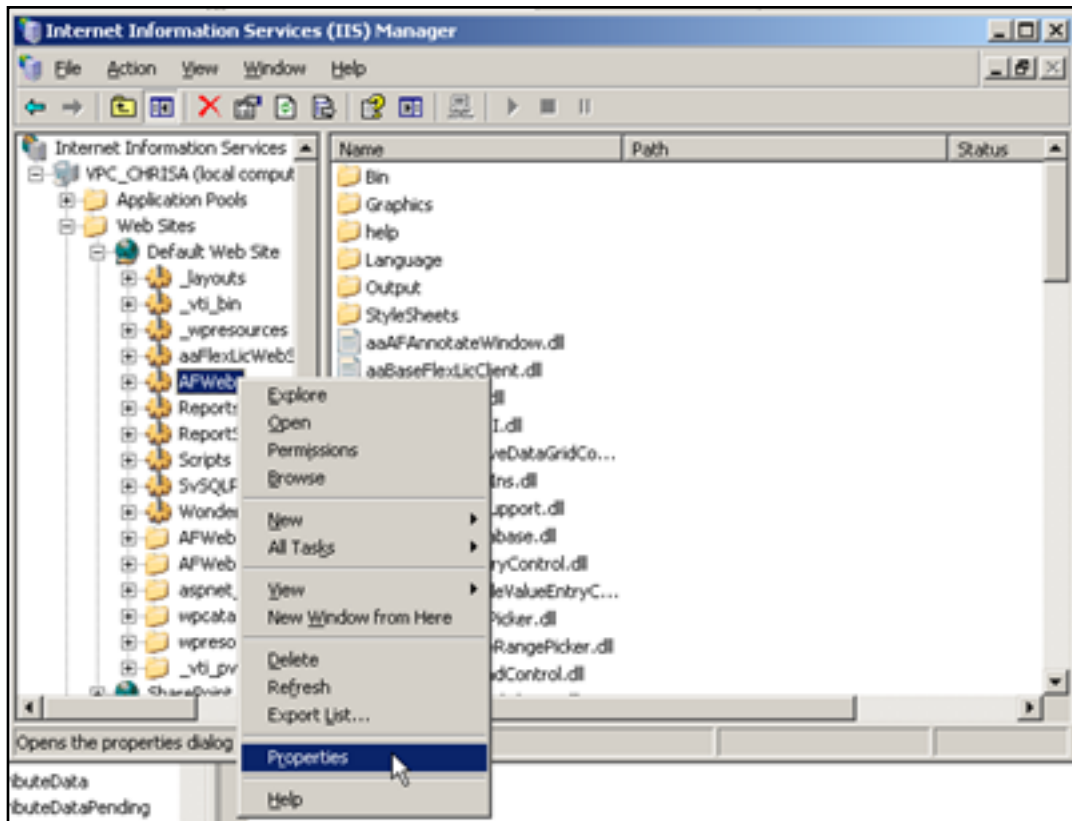


Figure 3: Access AFWeb Properties

5. Click the **Directory Security** tab and click **Edit** for **Authentication and access control**.

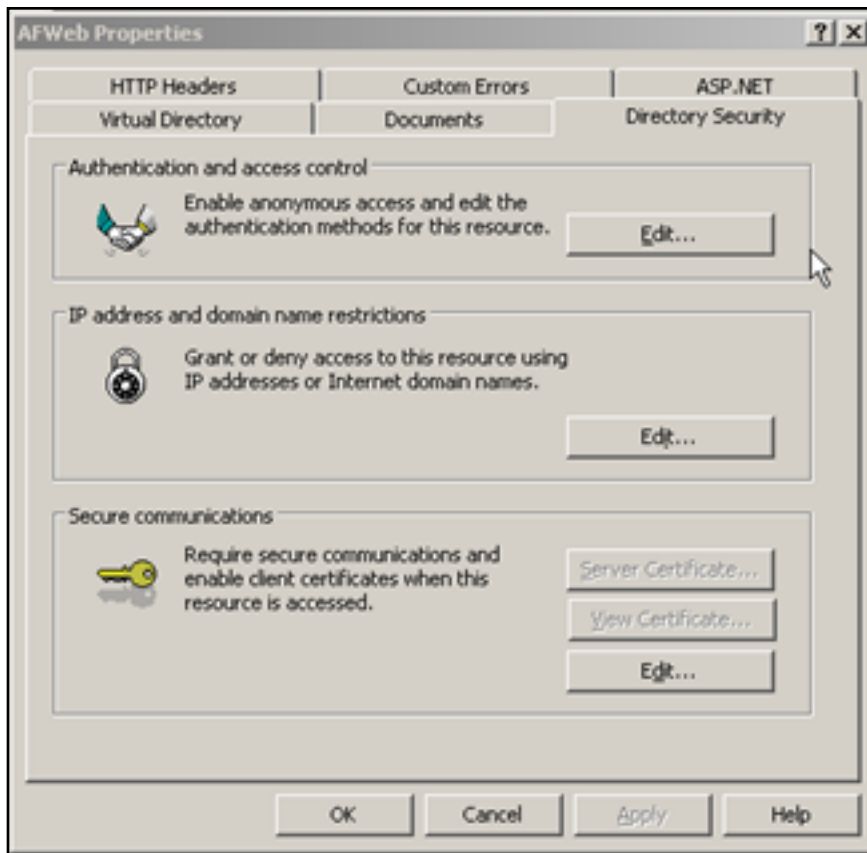


Figure 4: Edit Authentication and Access Control

6. Check the **Enable anonymous access** option and save/close the **Properties** window.

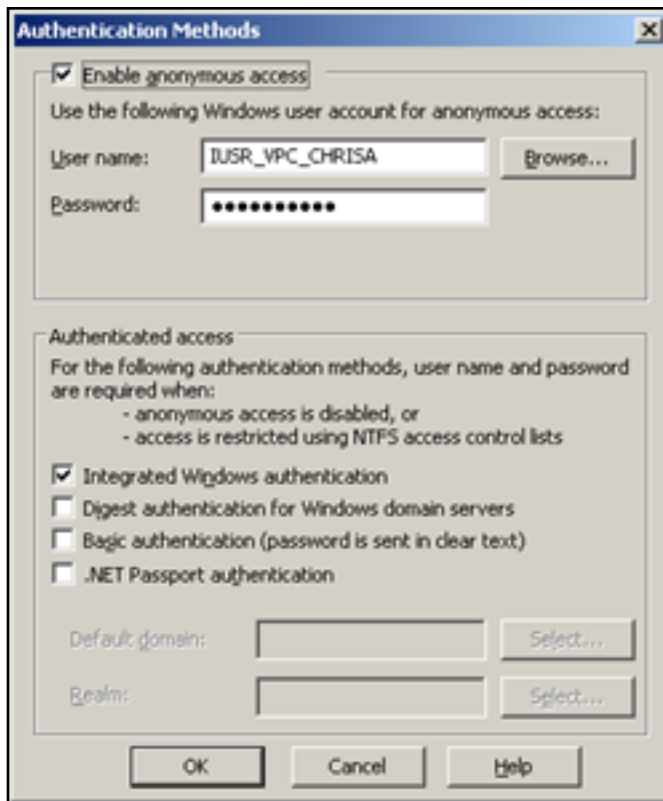


Figure 5: Enable Anonymous Access

Allow Full Access to the AFWeb/Language Folder

1. Open Windows Explorer and browse to **C:\inetpub\wwwroot\AFWeb**.
2. Right click on the folder Language and select **Properties**.

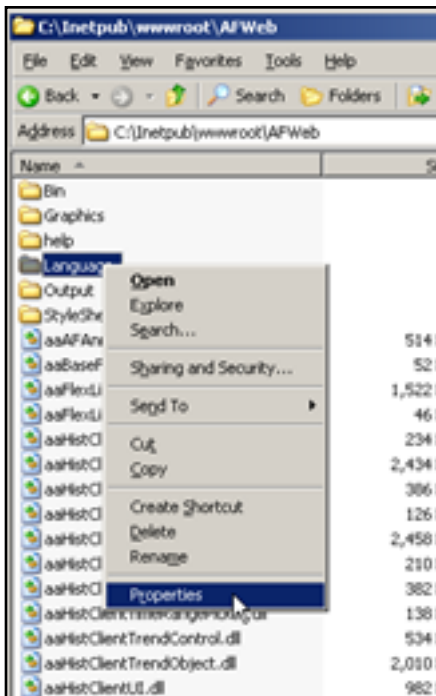


Figure 6: Language Folder Properties

3. Click the **Security** tab.



Figure 7: Security Settings for Everyone

4. Add the user **Everyone** and click **Allow** for the **Full Control** Administrators permissions.

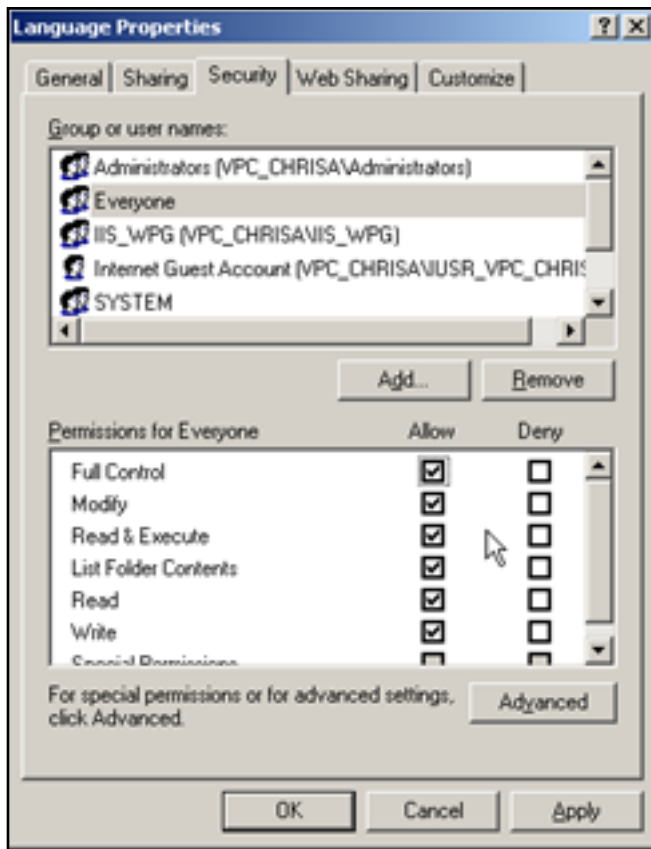


Figure 8: Everyone User Permissions

5. Save the settings and close the **Properties** dialog box.

Replace the Corrupted ReportParameters.xml File

The ReportParameters.xml file contains the complete tree structure for your published reports. This file is not dynamically recreated by the system, so as a result of file corruption, users may find that they no longer have access to reports that have already been published.

You can confirm the **ReportParameters.xml** file is corrupt by completing the following steps. When the file is corrupt you must replace and rebuild the file to match your current parameters structure.

To confirm the corrupted file

1. Open the **ReportParameters.xml** file using Internet Explorer.

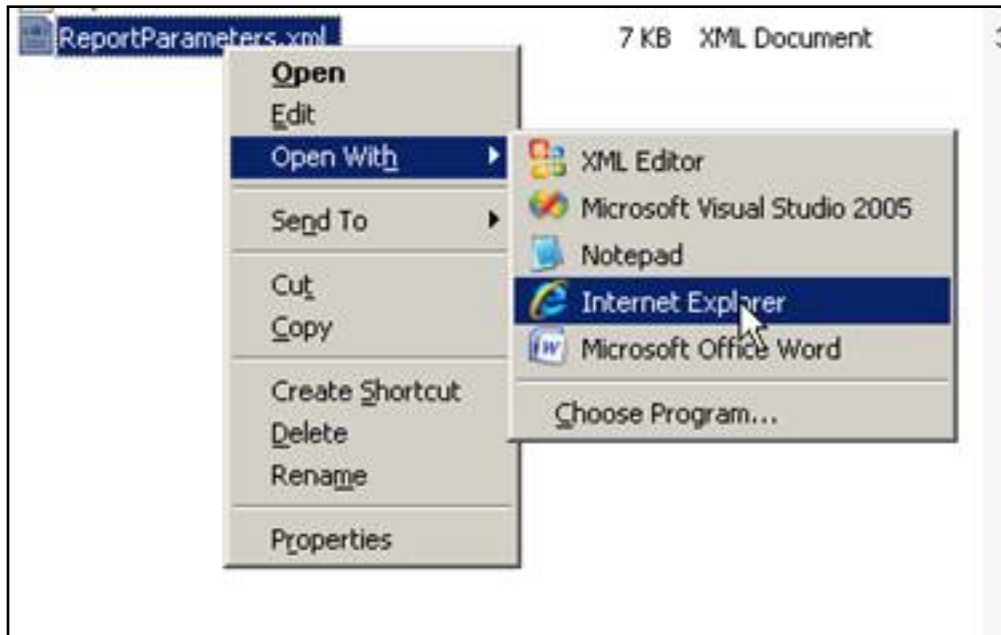


Figure 9: Open ReportParameters.xml Using Internet Explorer

2. Click **Allow blocked content** to allow Internet Explorer to compile the XML page.



Figure 10: Allow Blocked Content

3. If you see the Warning icon (Figure 11 below) on the bottom left corner of the frame, the **ReportParameters.xml** file is corrupted.

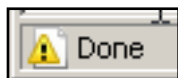


Figure 11: Corrupted File Warning Indicator

To replace and rebuild the corrupted file

1. Open Windows Explorer and browse to **C:\inetpub\wwwroot\AFWeb**.
2. Copy the original ReportParameters.xml file from the WIS installation CD root at **\\AFWeb\Reportparameters.xml**.
3. Make sure the **Read Only** option is blank (Figure 12 below).

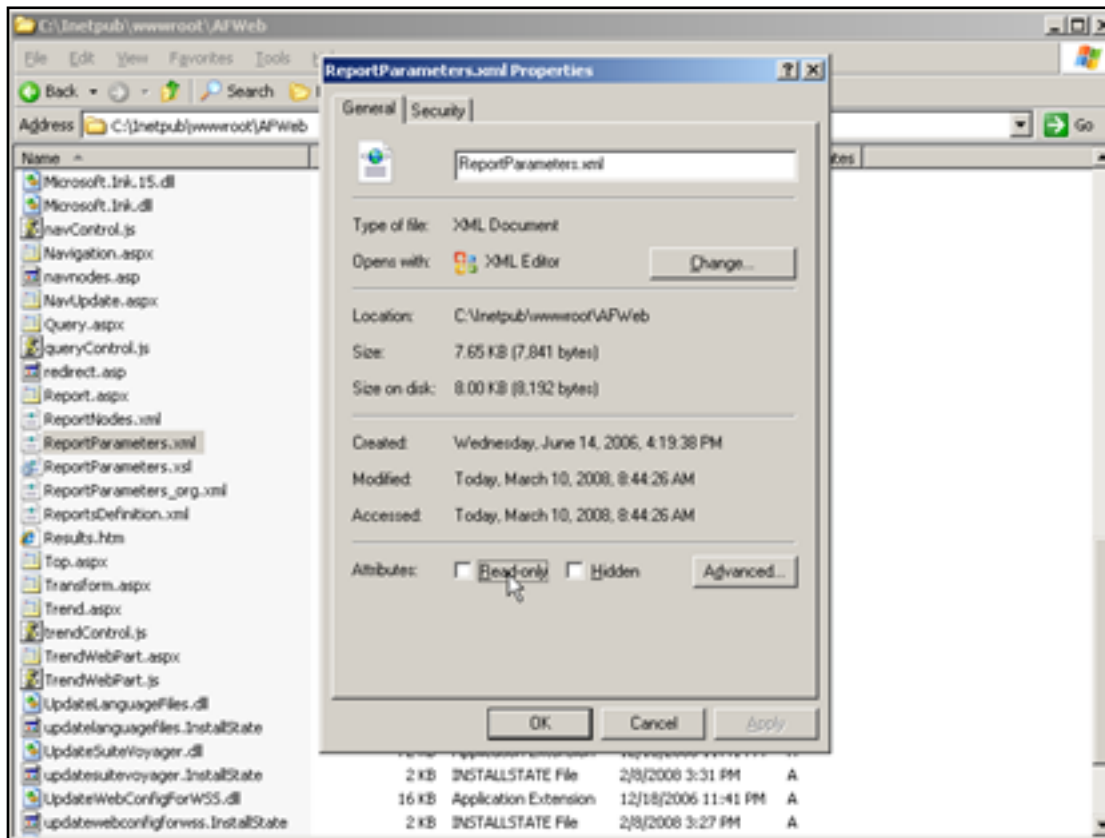


Figure 12: ReportParameters.xml File Properties

4. Contact Wonderware Tech Support to rebuild the file in order to match your current report structure. Rebuilding the ReportParameters.xml requires the use of a utility (Report Manager) developed by technical support.

Restore Missing IE Settings

With Terminal Services, it is possible to launch Internet Explorer with a user that has never logged in as an interactive user.

- Ensure all IE settings and registry entries are configured by physically logging into the machine at least once.

Ensure the Websites Named "Wonderware" and "AFWeb" are Configured Properly for ASP.NET 2.0.50727

1. Follow steps to **Enable Anonymous Access 1-4 above**.
2. Click on the **ASP.NET** Tab and change the ASP.NET version to **2.0.50727**.

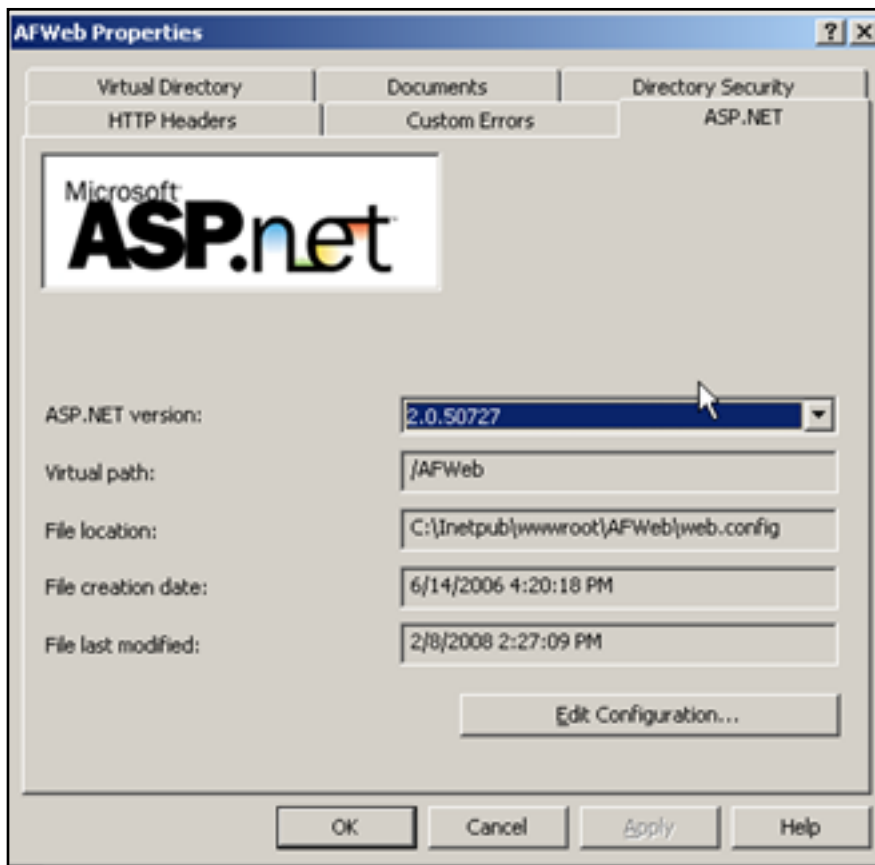


Figure 13: ASP.Net Version

3. Repeat the same steps for the **Wonderware** website.

Anonymous Password for the AFWeb Website May be Incorrect

When the password for anonymous login is not correct, a login failure results.

- Change the anonymous user in **step 6** (above) to a local administrator or enter the correct password for **IUSR_xxx**.

RWSInfo.xml Does Not Have the Correct Settings for the AFWeb Website

1. Go to **C:\inetpub\wwwroot\Wonderware\Applications\HistClientReportingSite**, and open the **RWSinfo.xml** file using Notepad.
2. Make sure the fields **RWSNodeName** and **RWSSiteName** values are correct.

```
RWSInfo.xml - Notepad
File Edit Format View Help
<?xml version="1.0" encoding="utf-8"?>
<RWSInfo>
  <RWSNodeName>VPC_CHRISA</RWSNodeName>
  <RWSSiteName>AFweb</RWSSiteName>
</RWSInfo>
```

Figure 14: RWSNodeName and RWSSiteName Values

AFWeb is not Excluded from Sharepoint Managed Paths

- Refer to [Technote 453 Configuring Windows SharePoint Services for PEM v1.0 to Work with SuiteVoyager v2.6](#) and add AFWeb to the Excluded Paths list.

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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 www.wonderware.com/support/mmi

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