

## [Tech Note 986](#)

# Adding IIS Handler Mappings: Arcestra 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

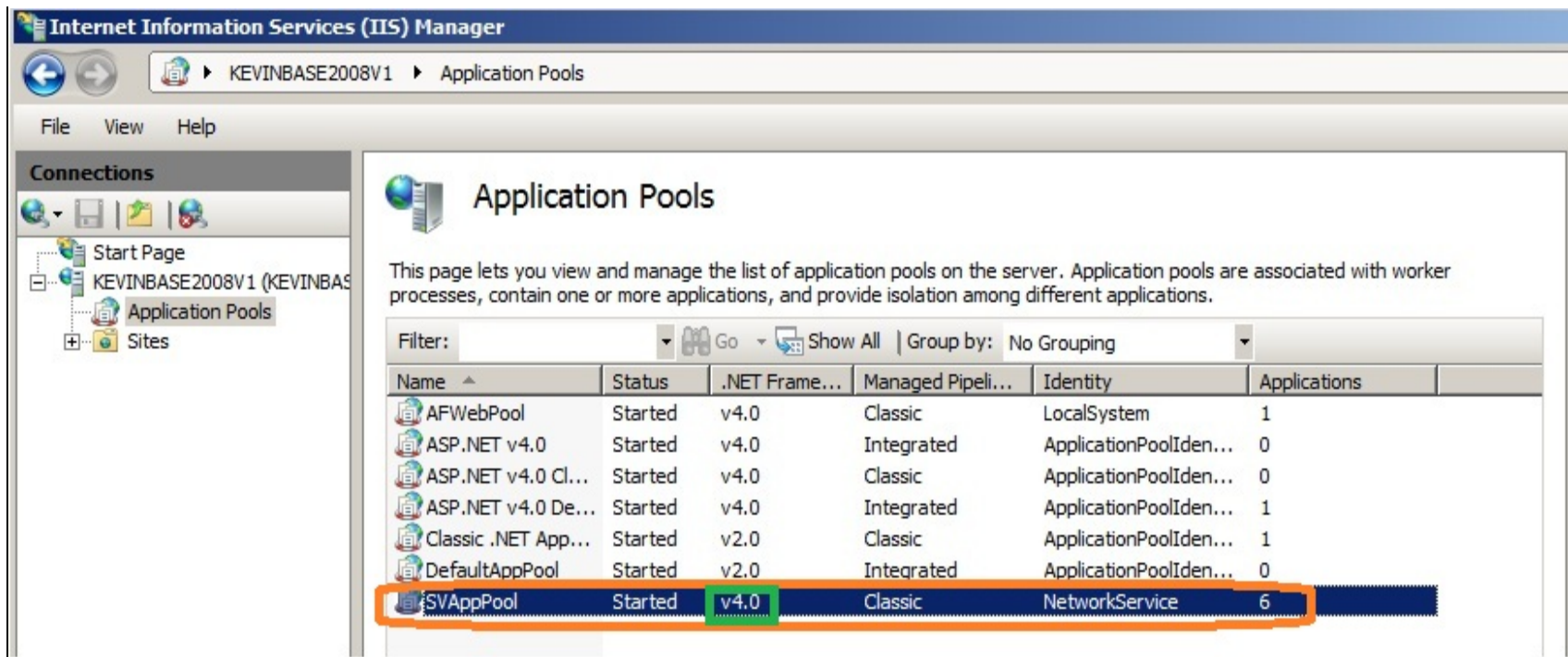
## Problem

Opening Arcestra 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.



The screenshot shows the IIS Manager interface for the server KEVINBASE2008V1. The 'Application Pools' section is active, displaying a list of application pools. The 'SVAppPool' is selected and highlighted with an orange border. Its configuration is as follows:

Name	Status	.NET Framework	Managed Pipeline	Identity	Applications
AFWebPool	Started	v4.0	Classic	LocalSystem	1
ASP.NET v4.0	Started	v4.0	Integrated	ApplicationPoolIden...	0
ASP.NET v4.0 Cl...	Started	v4.0	Classic	ApplicationPoolIden...	0
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 **(Arcestra) Reports** from the **System** section of WIS portal and click **Execute** (Figure 2 below).

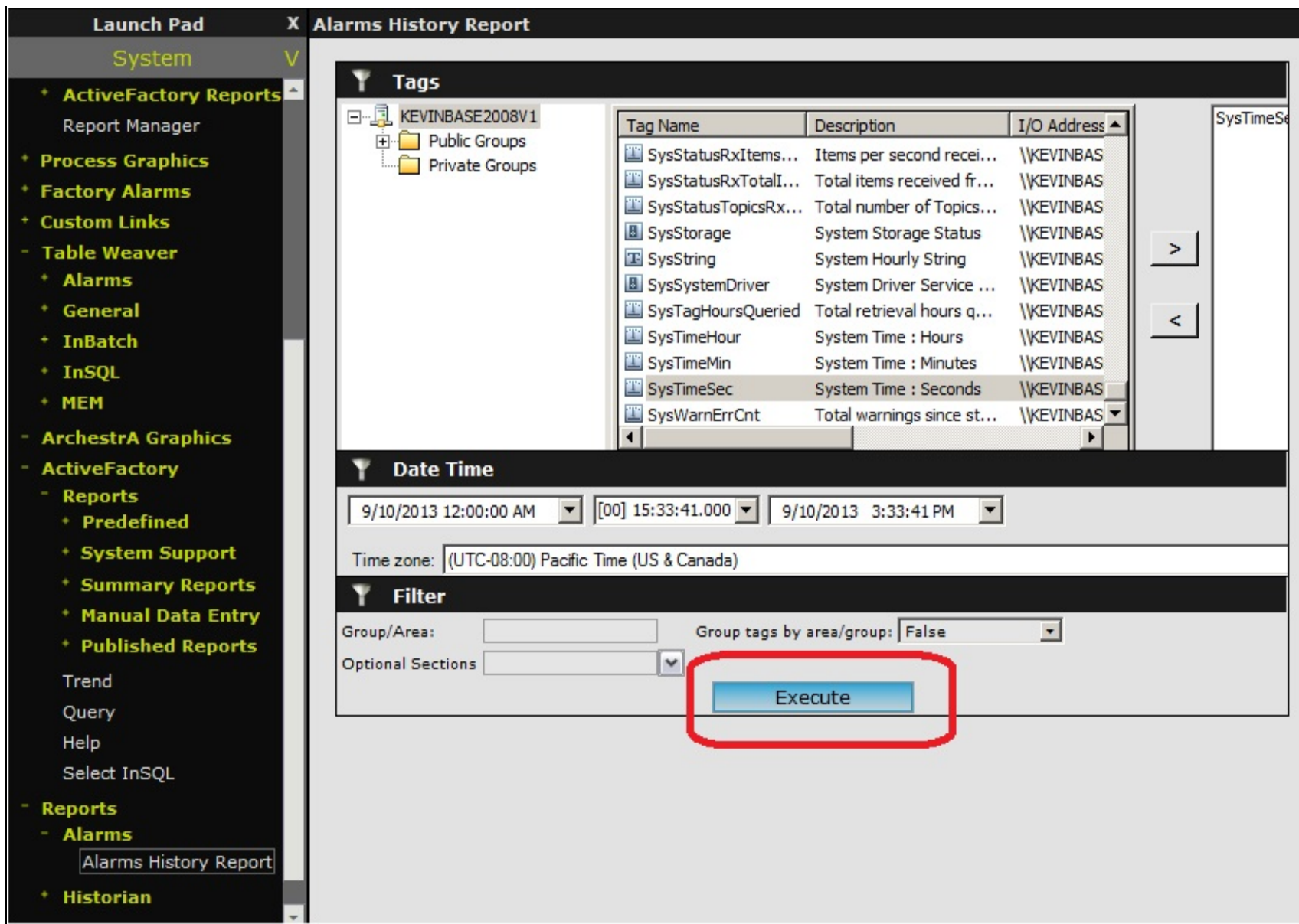


FIGURE 2: EXECUTE ARCHESTRA REPORT

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

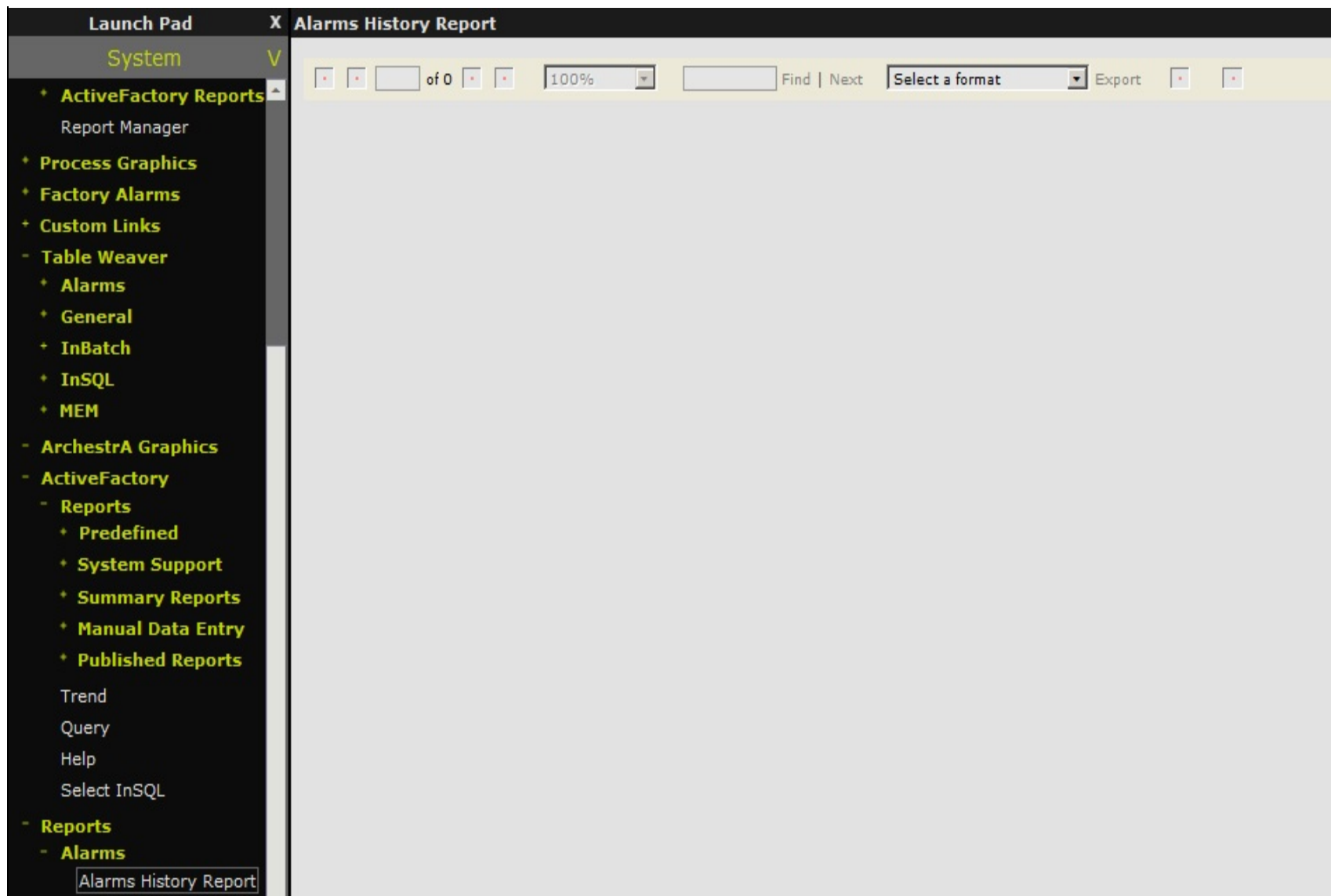


FIGURE 3: BLANK REPORT

## 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).

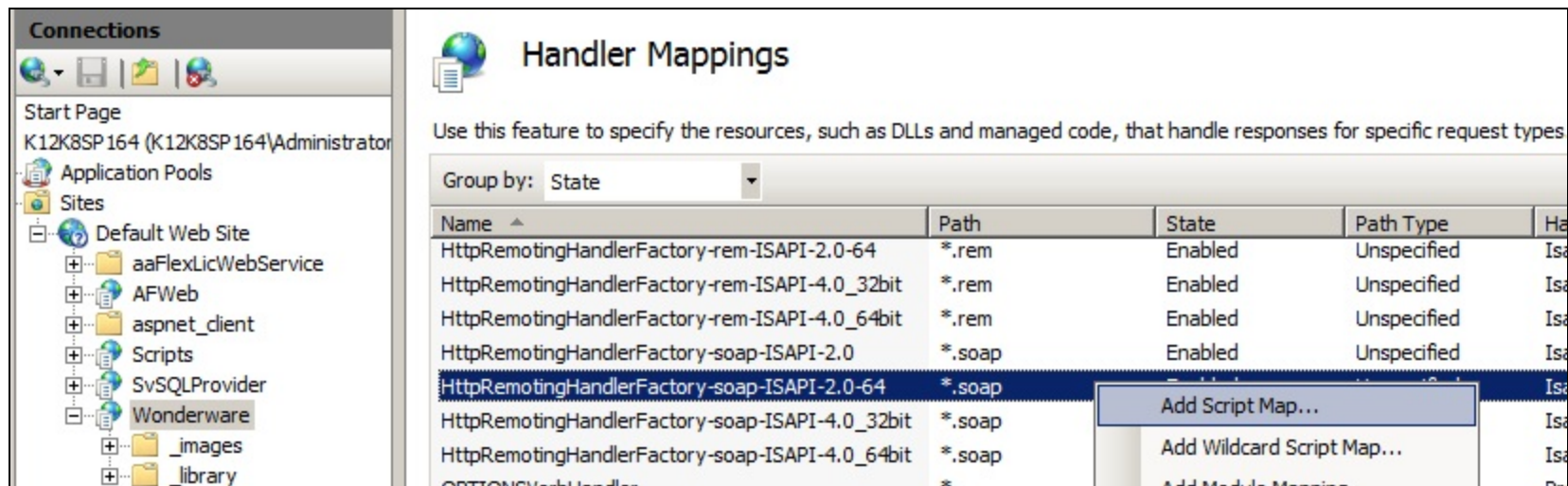


FIGURE 4: ADD SCRIPT MAP

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**.

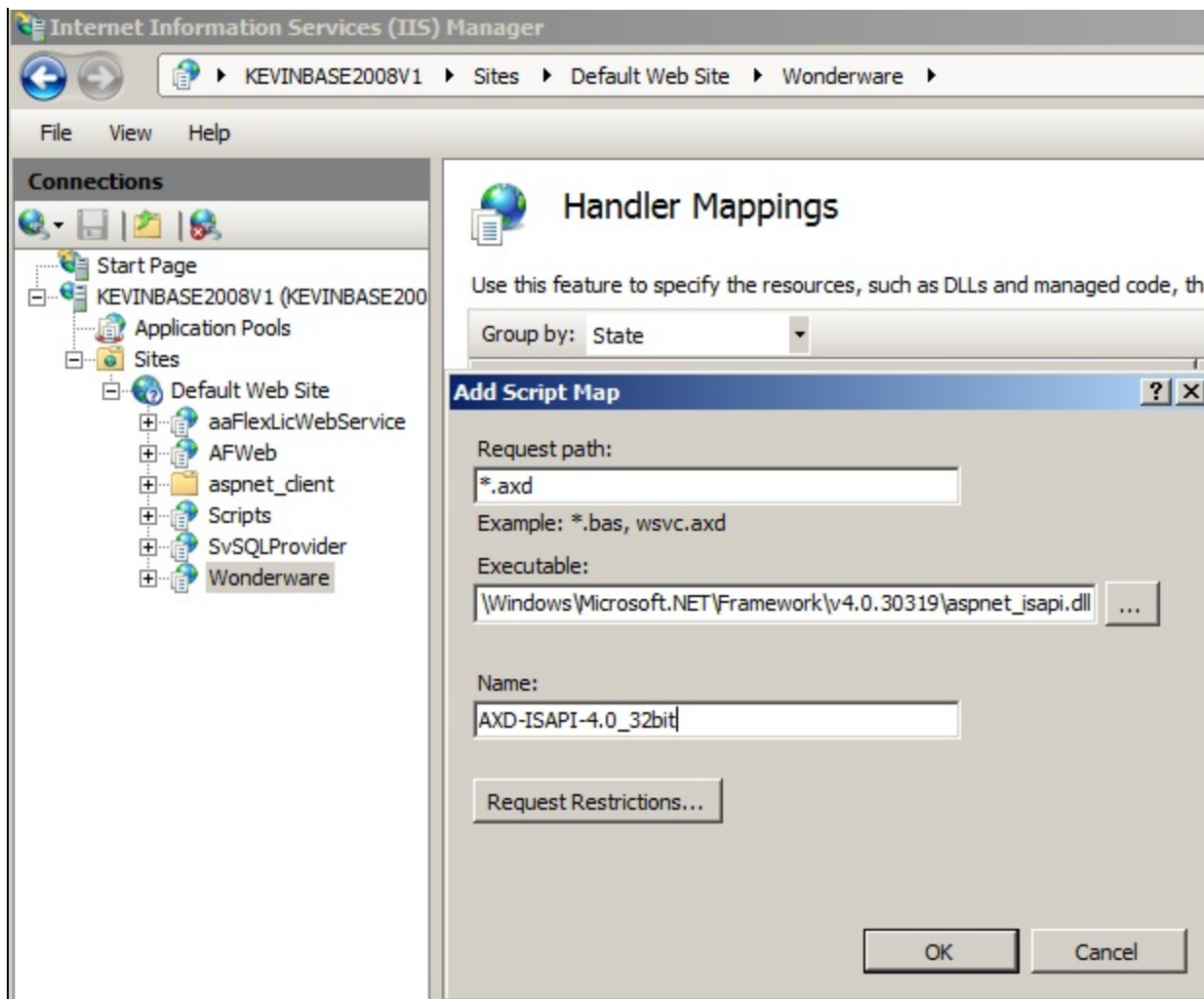


FIGURE 5: ADD AXD-ISAPI MAPPING

7. Click **Yes**.

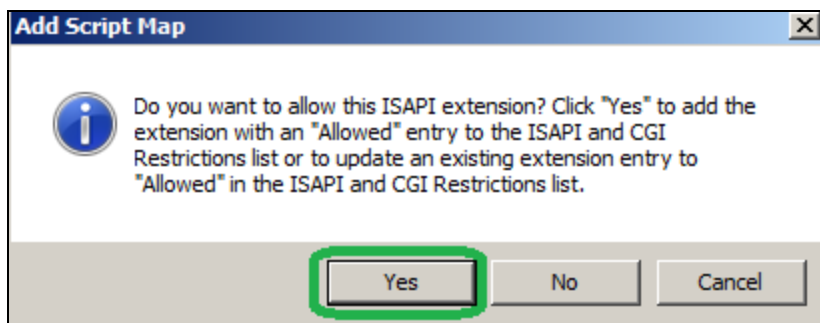


FIGURE 6: ADD THE ISAPI EXTENSION



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**

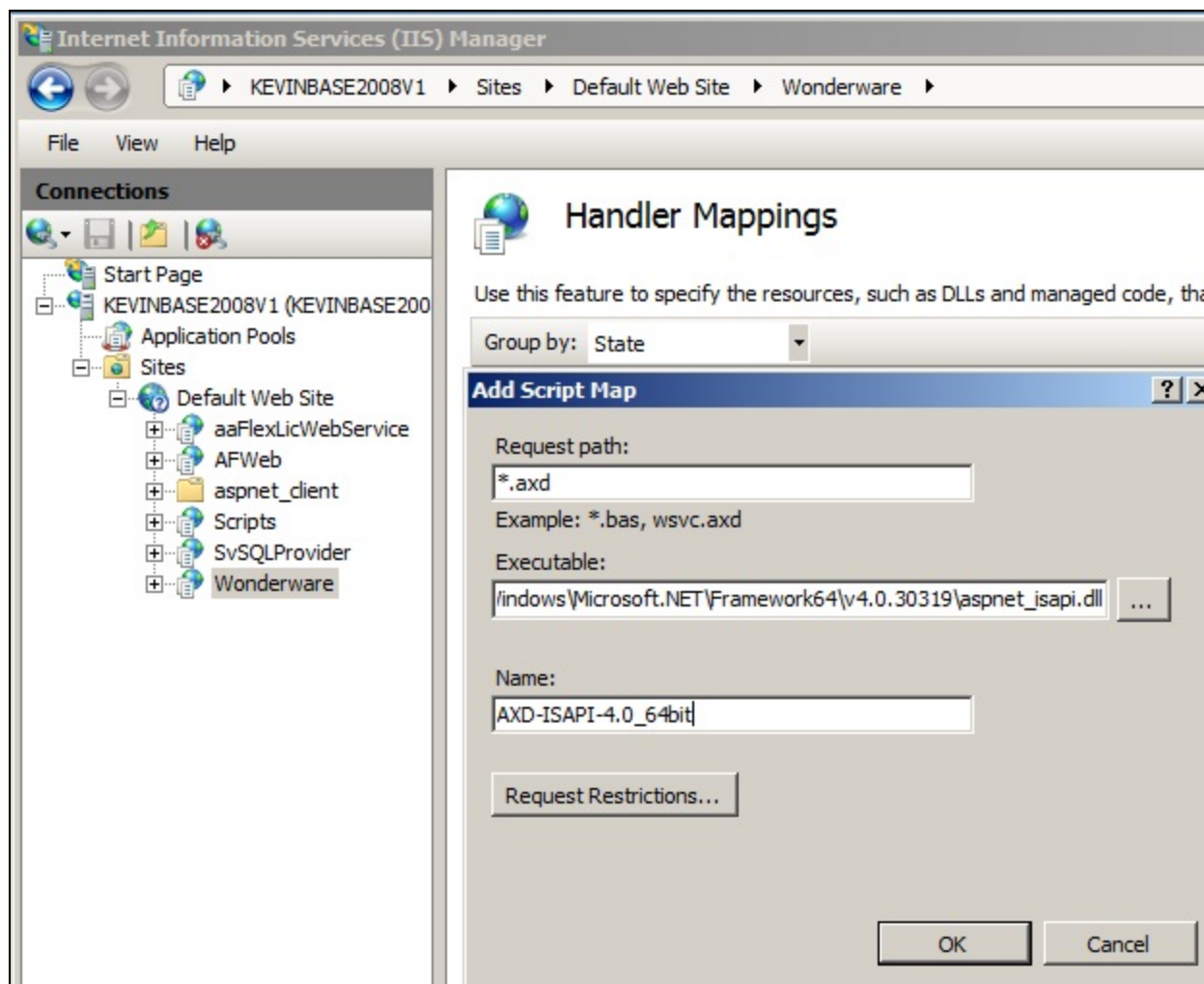


FIGURE 7: ADD AXD-ISAPI MAPPING

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

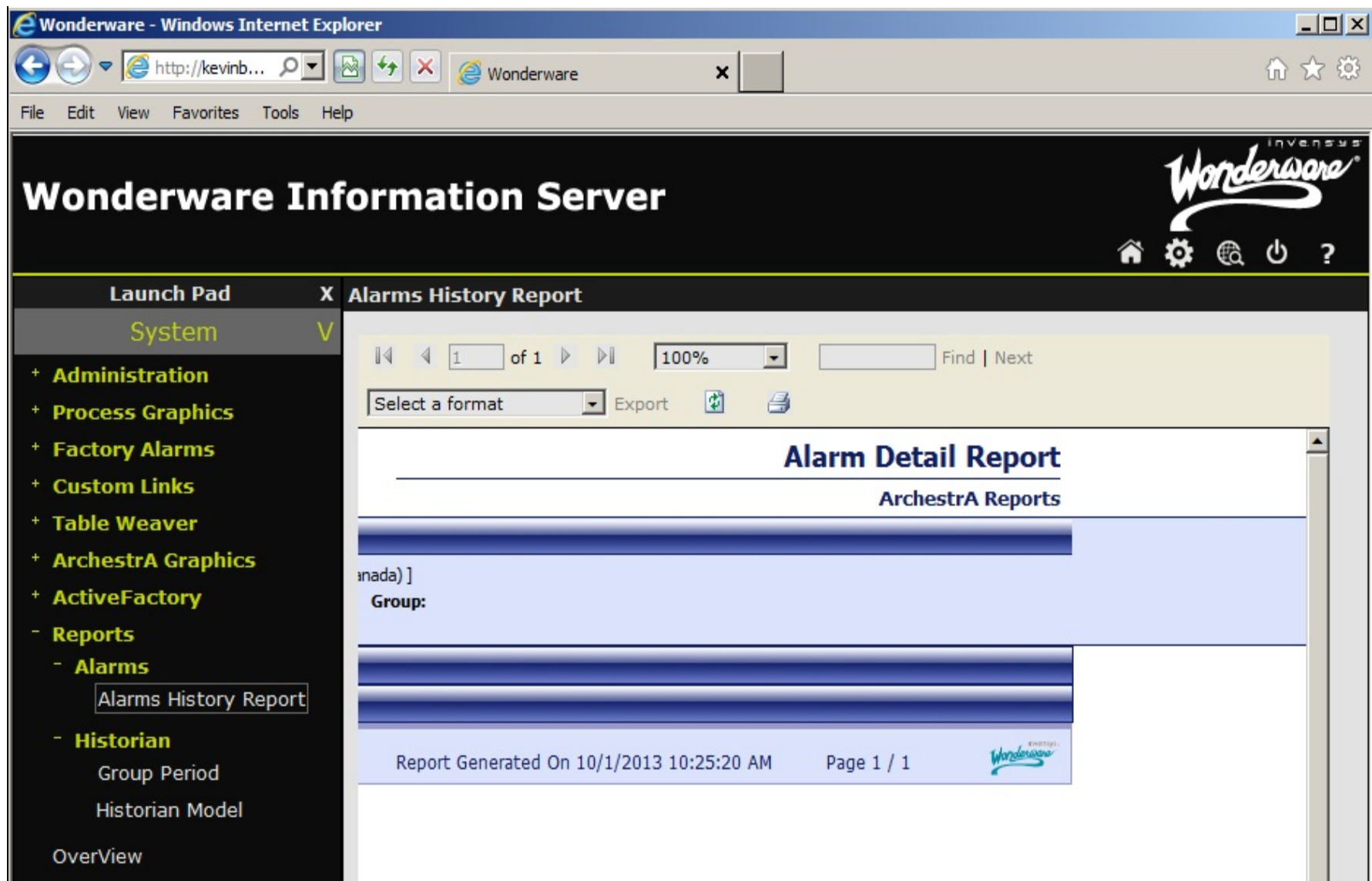


FIGURE 8: ARCHESTRA REPORTS DISPLAY CORRECTLY

## 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](#)



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