

[Tech Note 995](#)

Troubleshooting Wonderware Information Server Part Ten: COM+ Application

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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 X

System V

- **Administration**
- Application Manager
- User Manager
- License Manager
- Portal Configuration
- Data Source Manager
- Factory Alarm Manager
- Panel Manager
- Win-XML Exporter
- + **Documentation**
- + **Table Weaver Manager**
- ArchestrA Web Exporter
- Report Manager
- + **ActiveFactory Reports Manager**
- Information Model
- + **Process Graphics**
- + **Factory Alarms**

Panel Manager

Below is a list of the configured navigation panels. To create a Panel select the New Panel button, enter the panel's name in the new panel's Name field and when finished press the Enter key. To modify the navigation tree content of a Panel or update its user list, select panel's Edit action link. To remove a Panel, select panel's Delete action link.

Configured Panels:

The following panels currently exist in your system.

Name	Action
System	<input checked="" type="checkbox"/> Show to Administrators only
Trend	Edit Delete Rename
Reports - Alarms	Edit Delete Rename
Reports - Historian	Edit Delete Rename
AA Graphics - Factory A	Edit Delete Rename
AA Graphics - Factory C	Edit Delete Rename
AA Graphics - Factory D	Edit Delete Rename
AA Graphics - Factory E	Edit Delete Rename
AA Graphics - Factory B	Edit Delete Rename
Reports - MES	Edit Delete Rename
Reports - InBatch	Edit Delete Rename

[New Panel](#)

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.

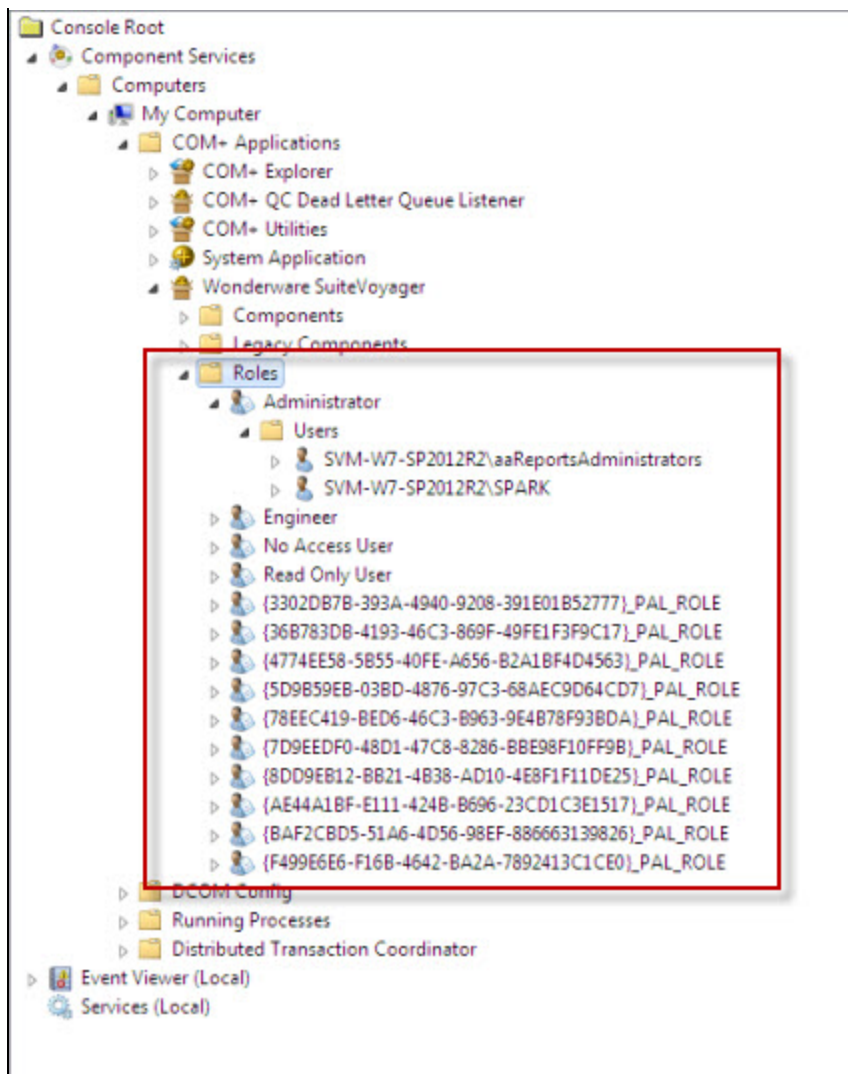


FIGURE 2: PANELS AND USERS STORED IN COM+

Figure 3 (below) shows the HTTP Error 500.

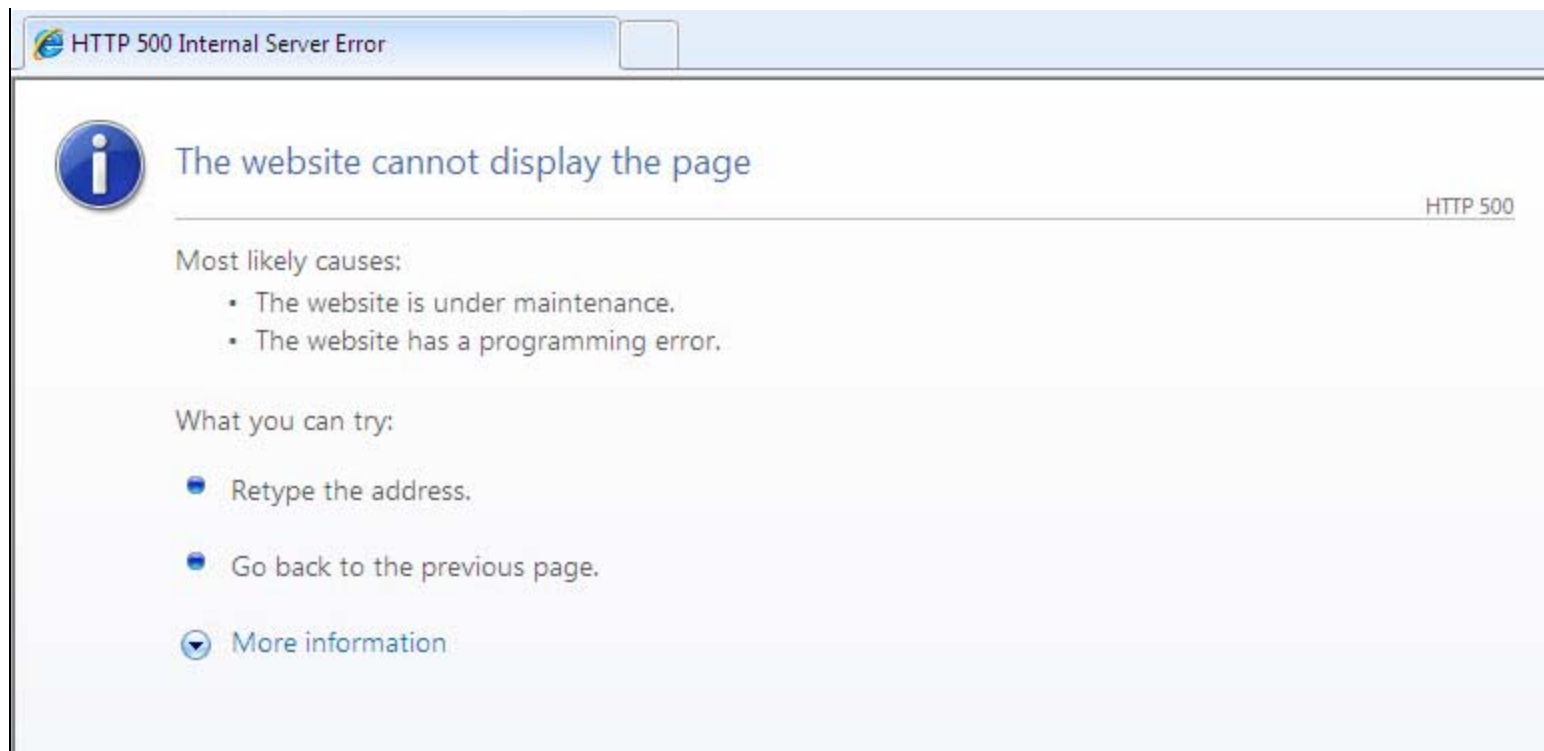


FIGURE 3: HTTP ERROR 500 WHEN ACCESSING WIS

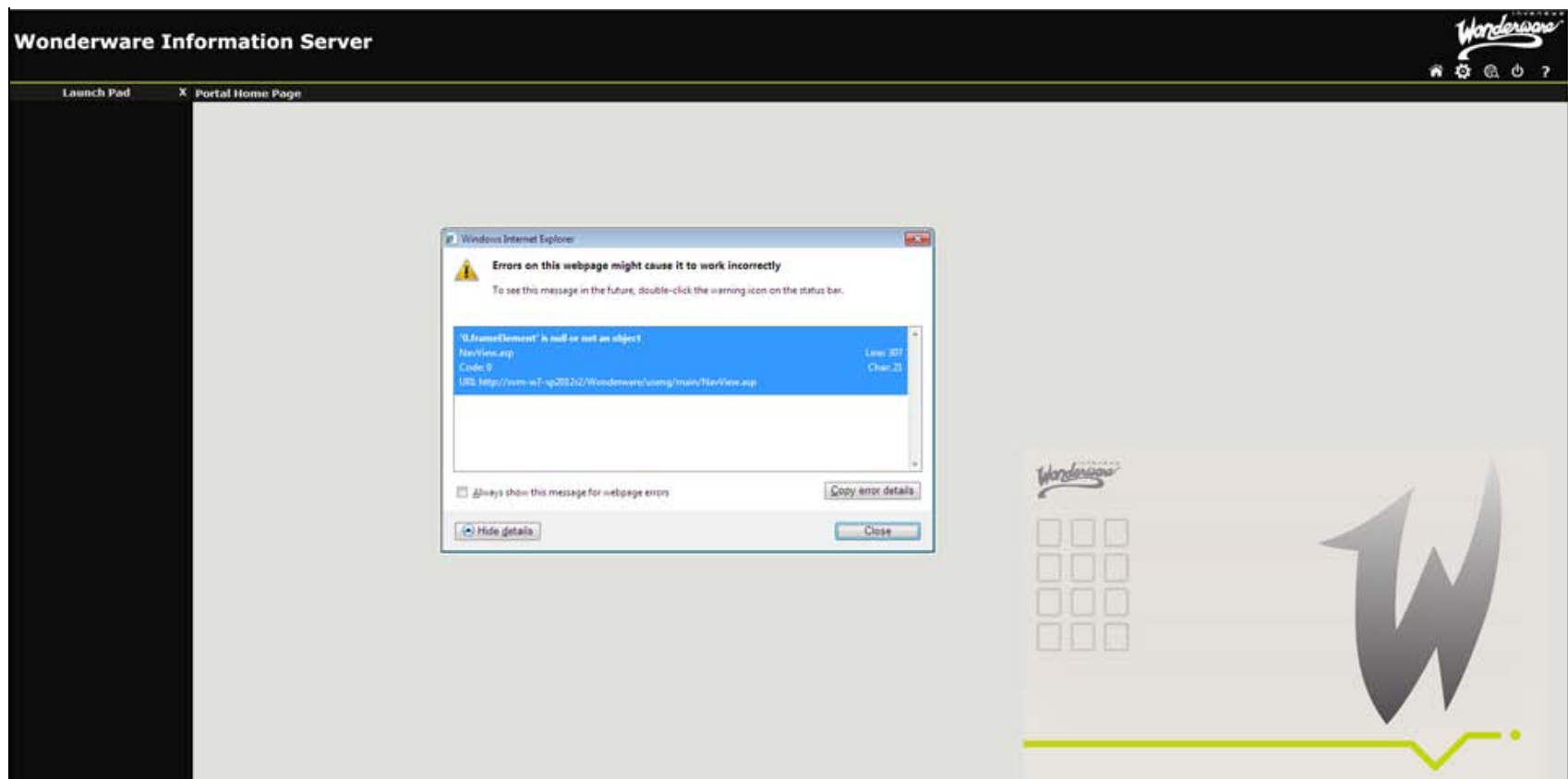


FIGURE 4: NAVIGATION ERROR IN WIS

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).

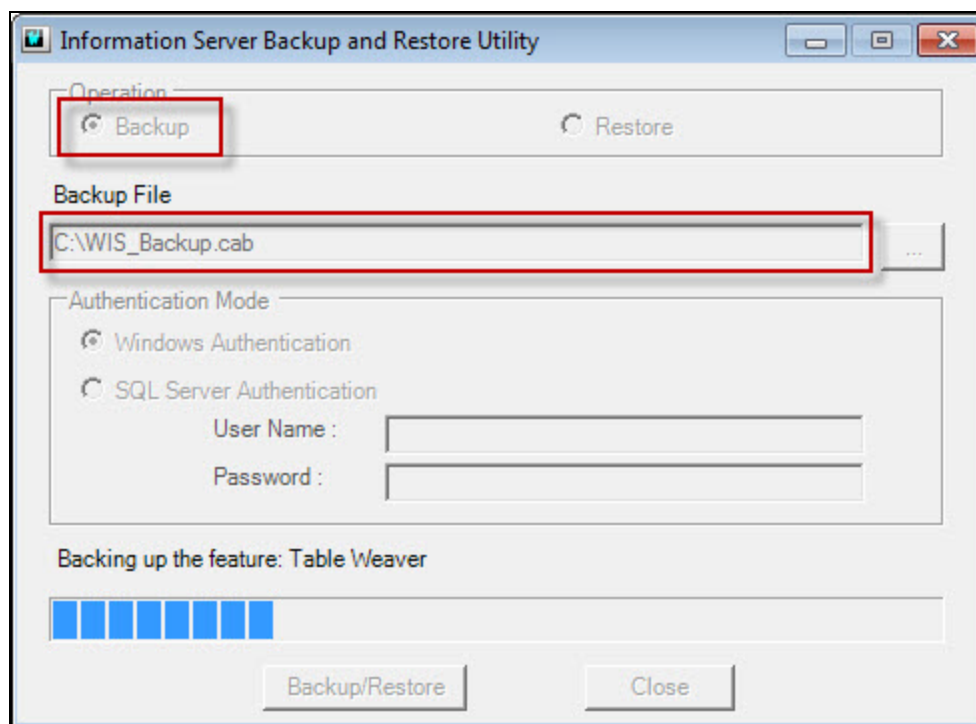


FIGURE 5: CREATE THE BACKUP CABINET OF WIS

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**.

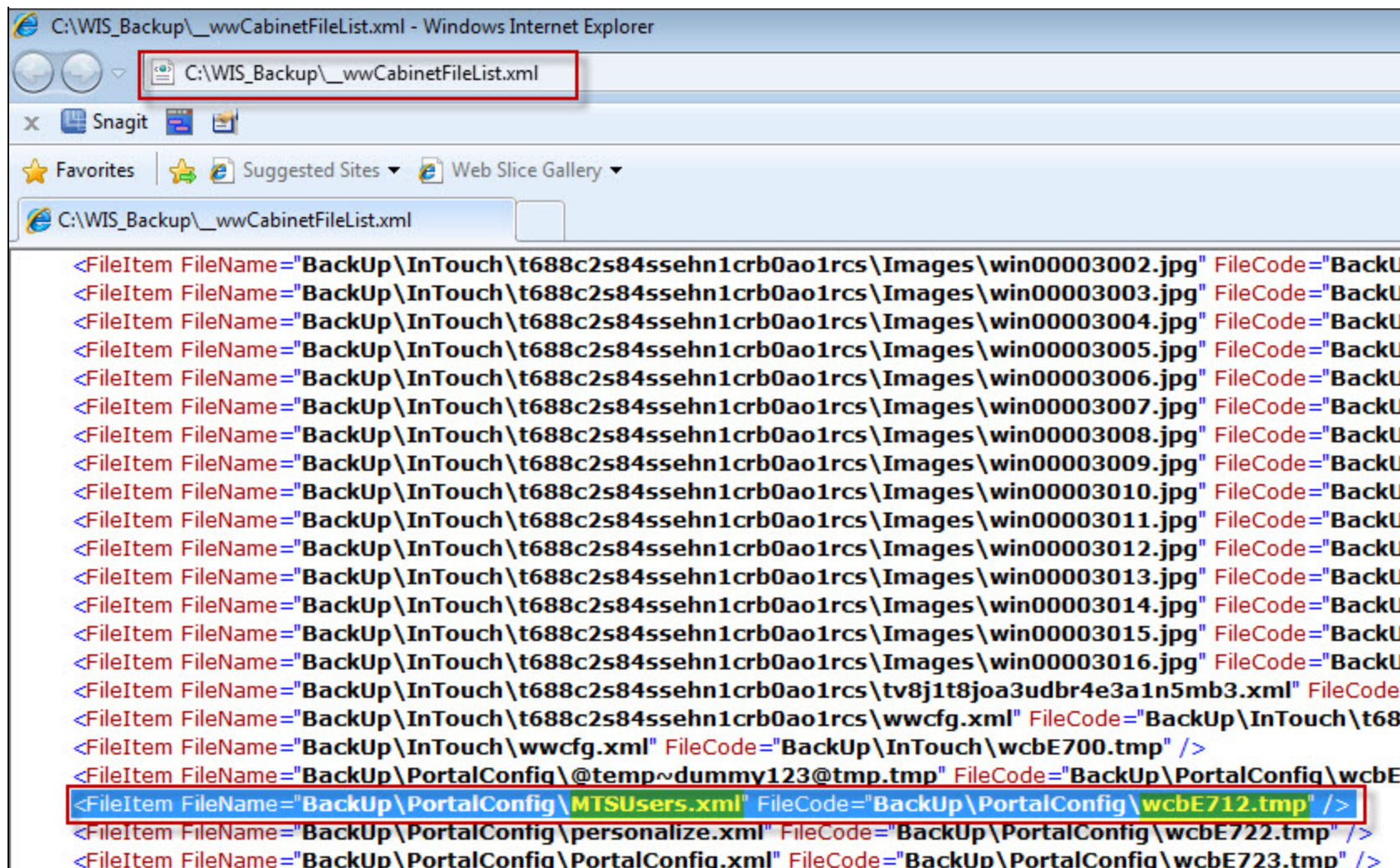


FIGURE 6: FIND THE FILE CODE NAME FOR USER ROLE

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**.

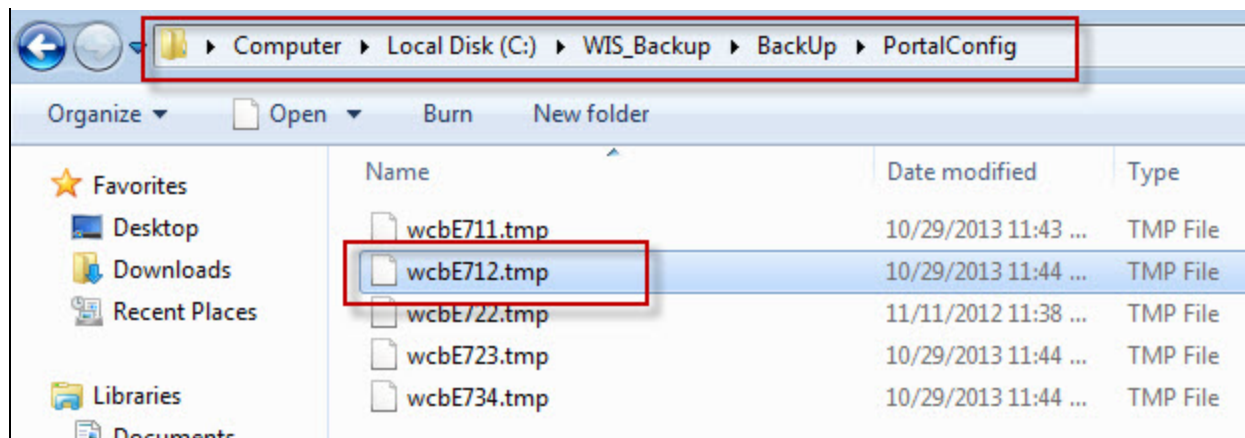


FIGURE 7: LOCATE THE TMP FILE AND RENAME

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**.

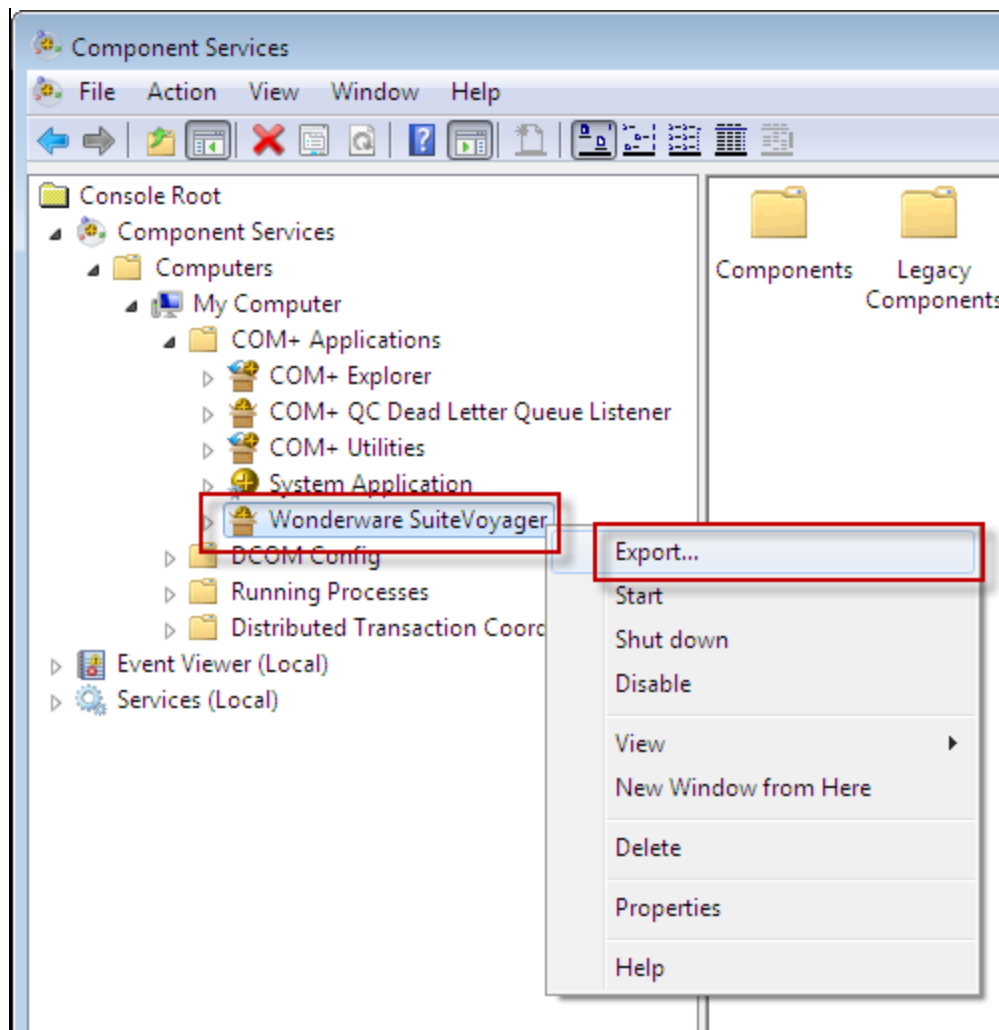


FIGURE 8: START COM+ APPLICATION EXPORT WIZARD

3. Click **Next** to continue.

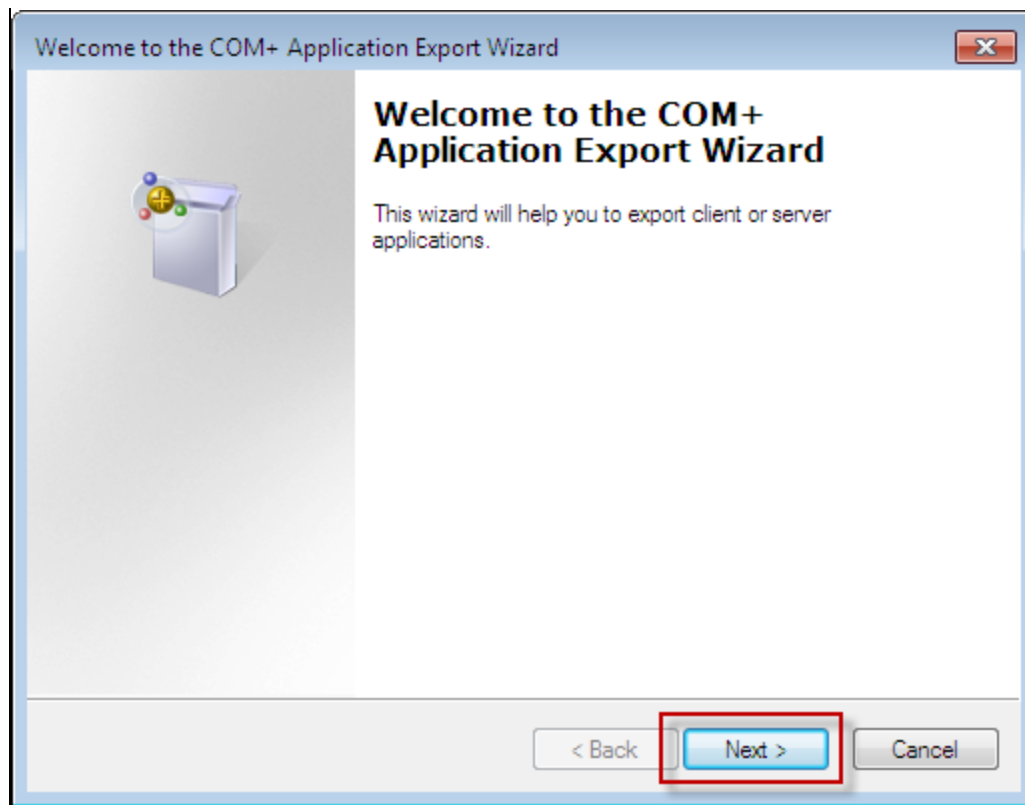
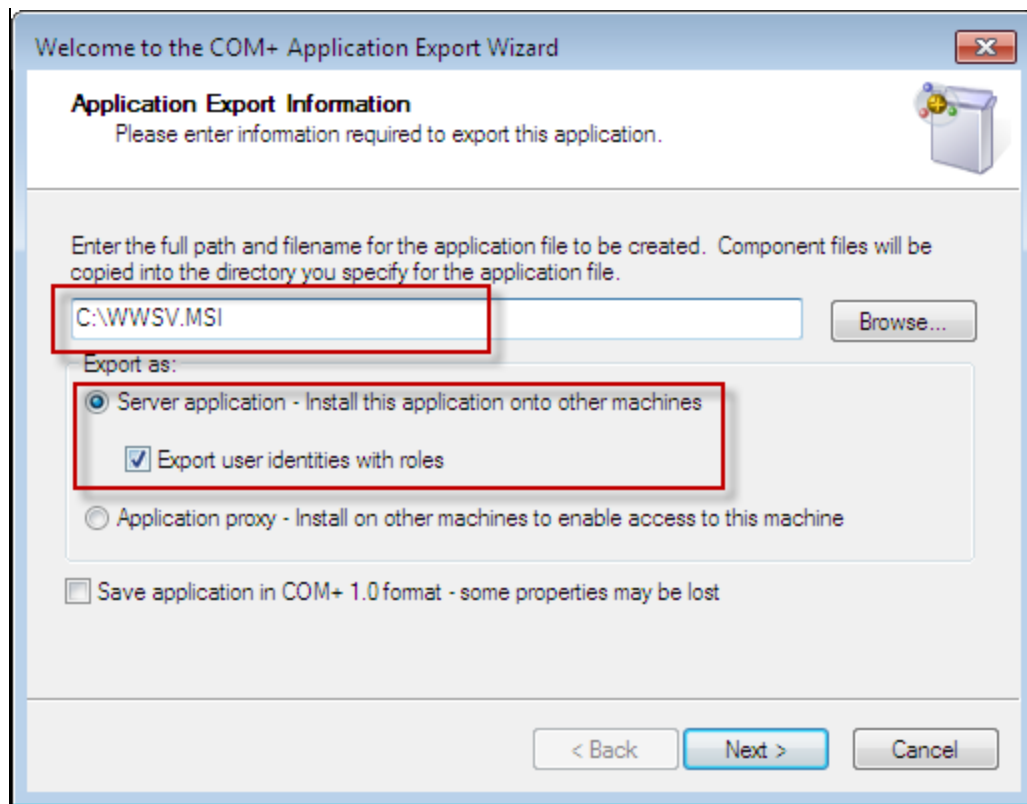


FIGURE 9: START THE EXPORT COM+ APPLICATION OPERATION

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.



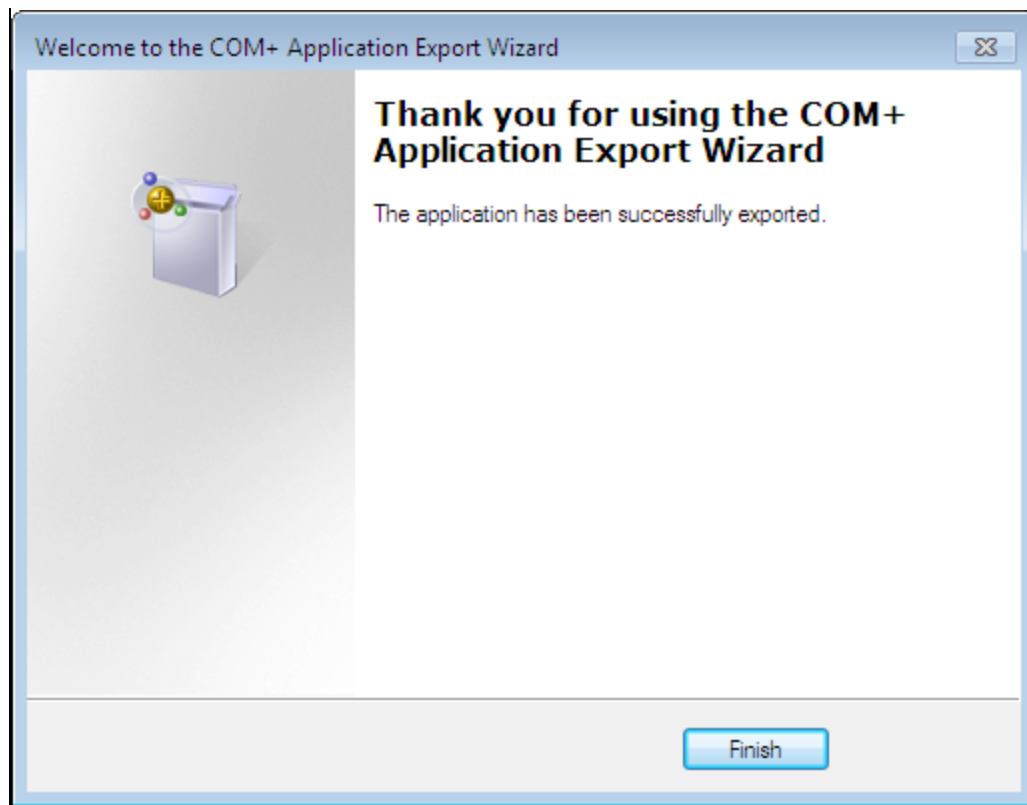


FIGURE 11: FINISH COM+ APPLICATION EXPORT

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**).

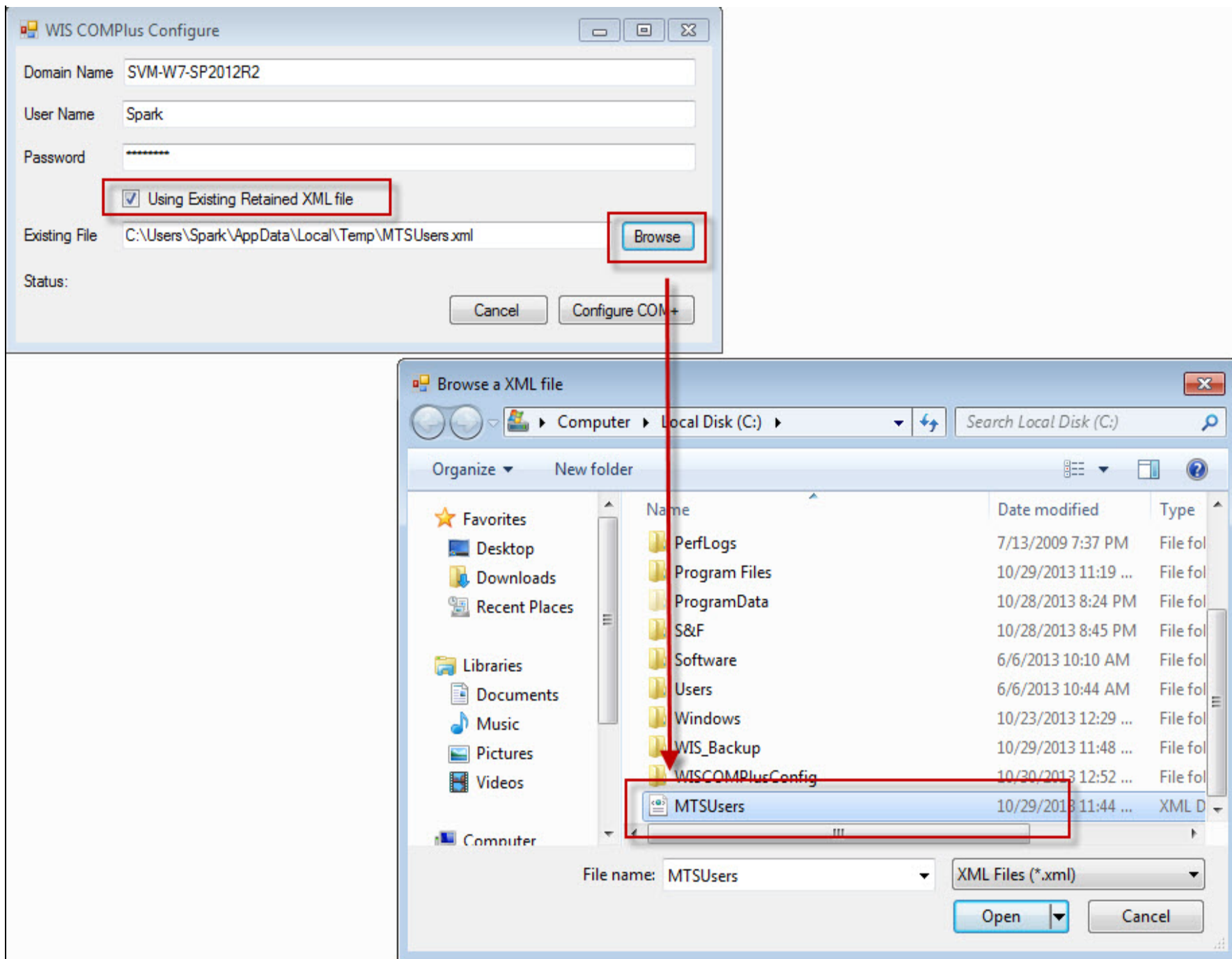


FIGURE 12: SELECT THE USER ROLE XML TO RESTORE

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

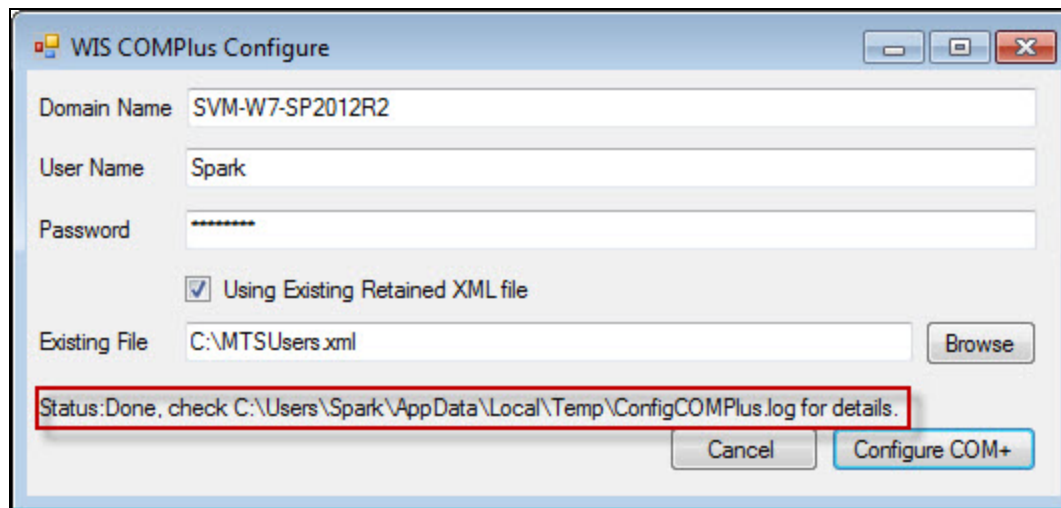


FIGURE 13: RE-CONFIGURE COM+ COMPONENT WITH USER ROLE

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.

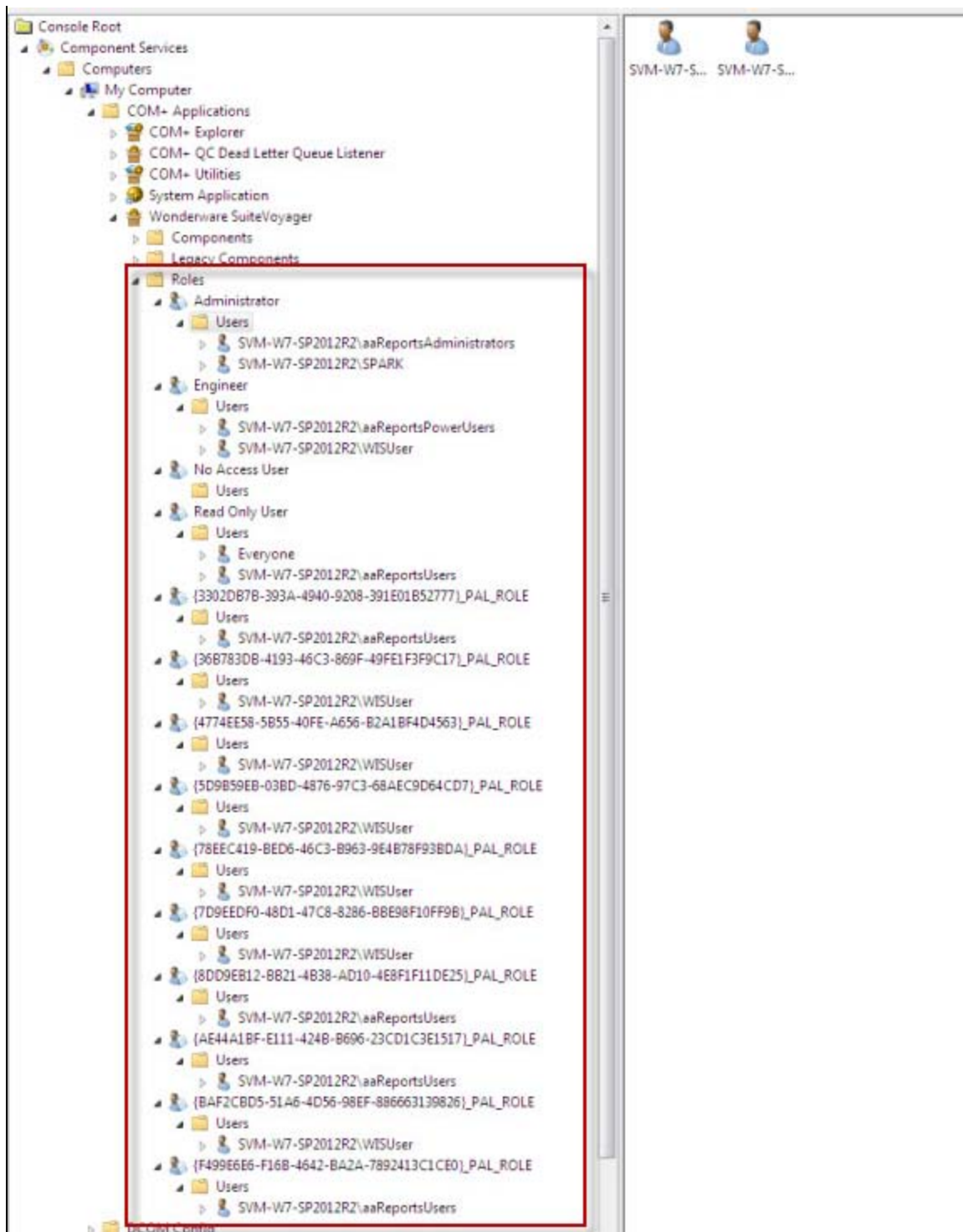


FIGURE 14: VERIFY USER ROLE IN COMPONENT SERVICES

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