Advantech SE Technical Share Document

Date	2019 / 07 / 15	Related Product	WebAccess, Windows IIS
Category	■ FAQ □ SOP □ Driver Tech Note		
Abstract	Check issue that an error occurred on the server when processing the URL		
Keyword	WebAccess, Windows Internet Information Services (IIS) Manager, ASP.NET		
Related OS			

| Revision History				
Date	Version	Author	Reviewer	Description
2019/07/15	V1.0	Eden.Sun	Nick.Liu	First edit.

■ **Problem Description & Architecture:**
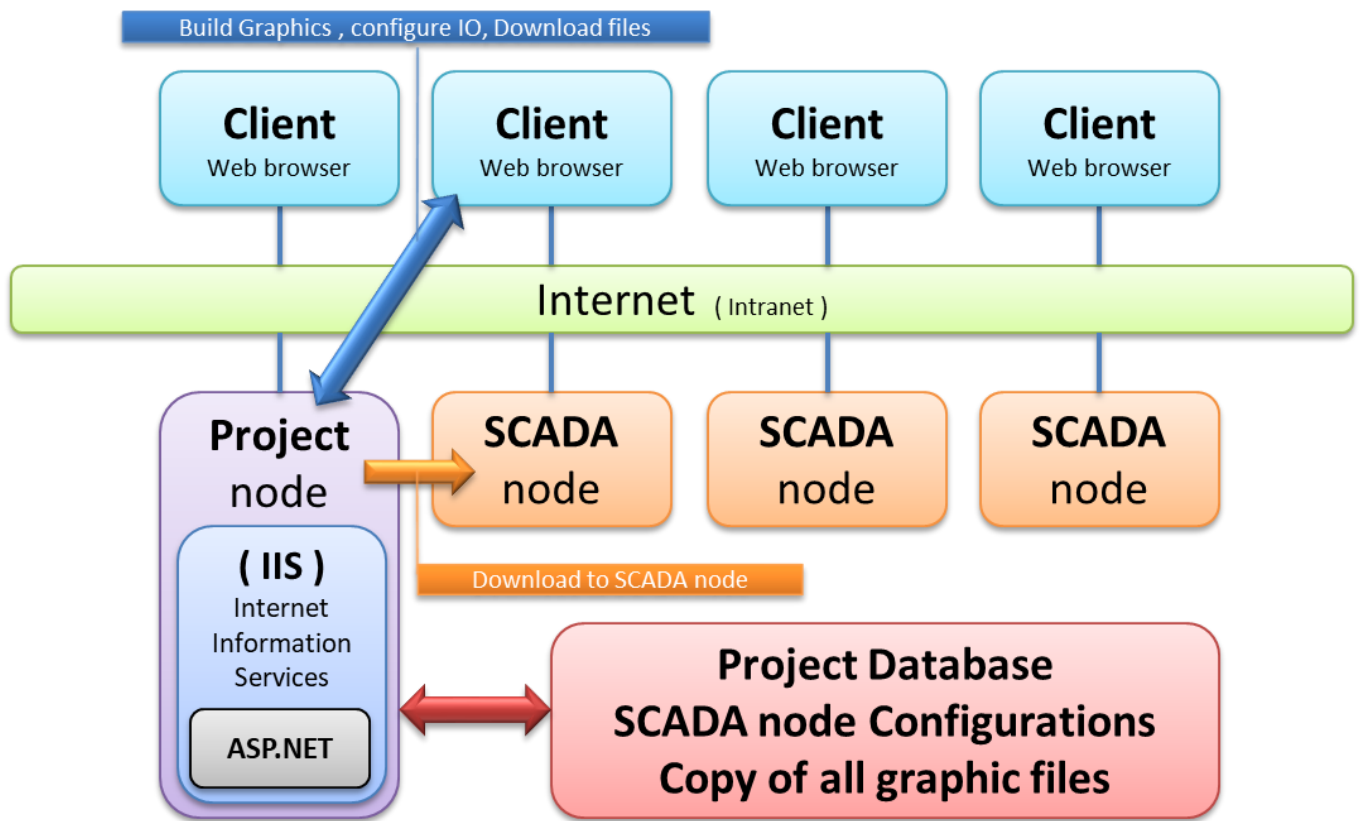
Advantech WebAccess/SCADA uses **an ordinary web server** as our Project Node.

The Project Node software is a collection of **ASP (Active Server Pages)** organized into a Web Site. These ASP pages act as the Configuration Tool enabling ordinary web browsers to configure WebAccess/SCADA project.

ASP is used as the Engineering Tool in WebAccess, for HTML reports, and initial client connections. An ASP enabled Web Server is required. **Microsoft Internet Information Services (IIS) Manager** is the only ASP

enabled Web Server software suite supported by WebAccess SCADA and HMI software.

So when using IE browser to link the WebAccess can't work well, and it have error message what is the "**An error occurred on the server when processing the URL. Please contact the system administrator.** ". Sometime this issue is usually related to the Windows "**Internet Information Services (IIS) Manager**" .
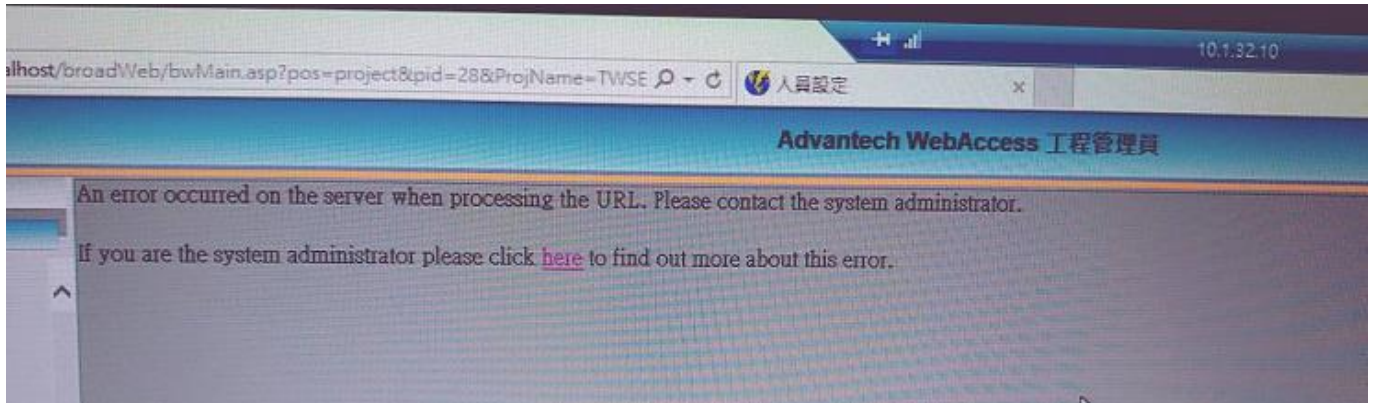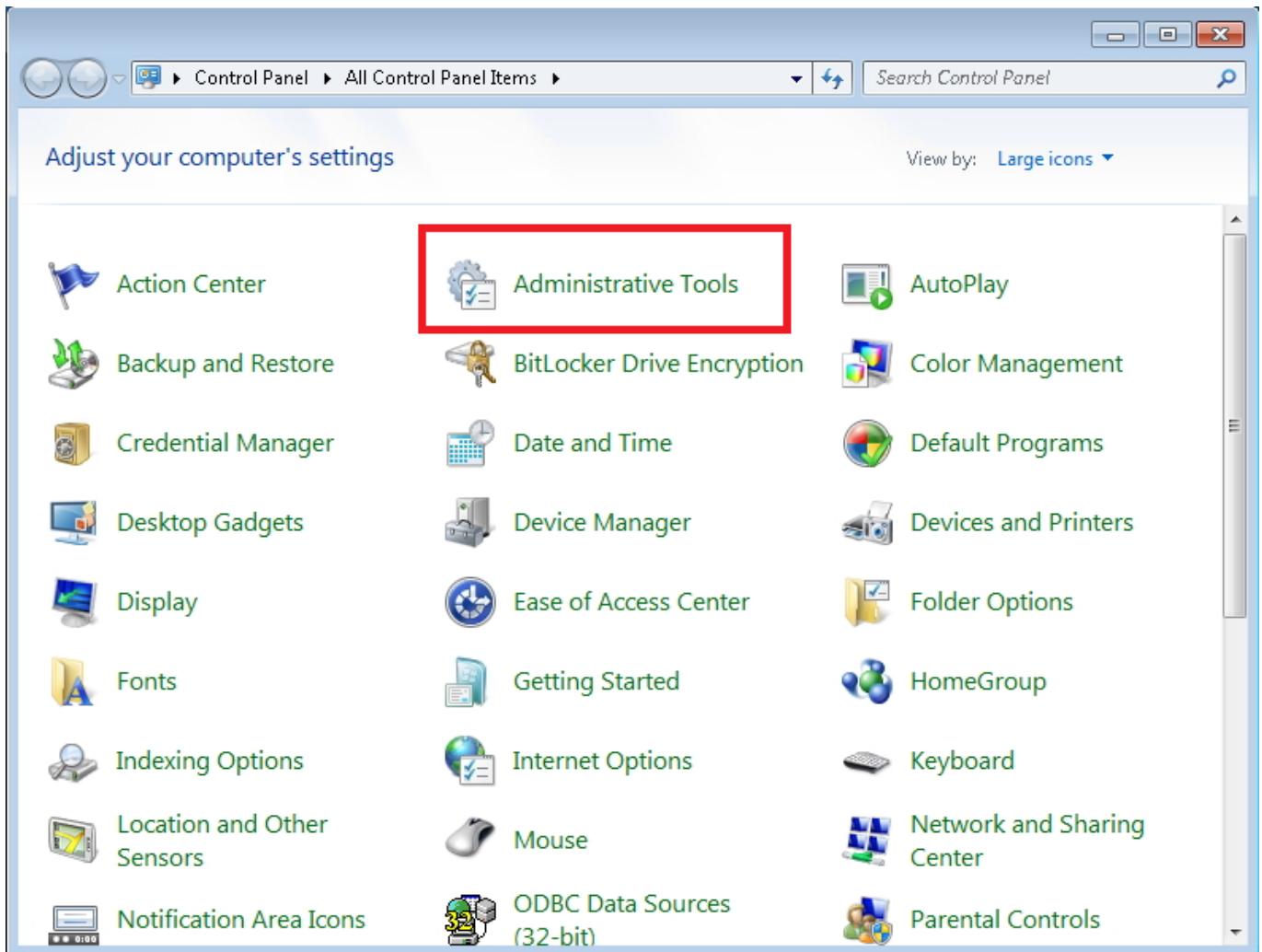

■ **Brief Solution - Step by Step:**

This issue is usually related to the Windows "**Internet Information Services (IIS) Manager**" issue, so we need to open the Windows IIS debug tool, finally we can check something error for this issue.
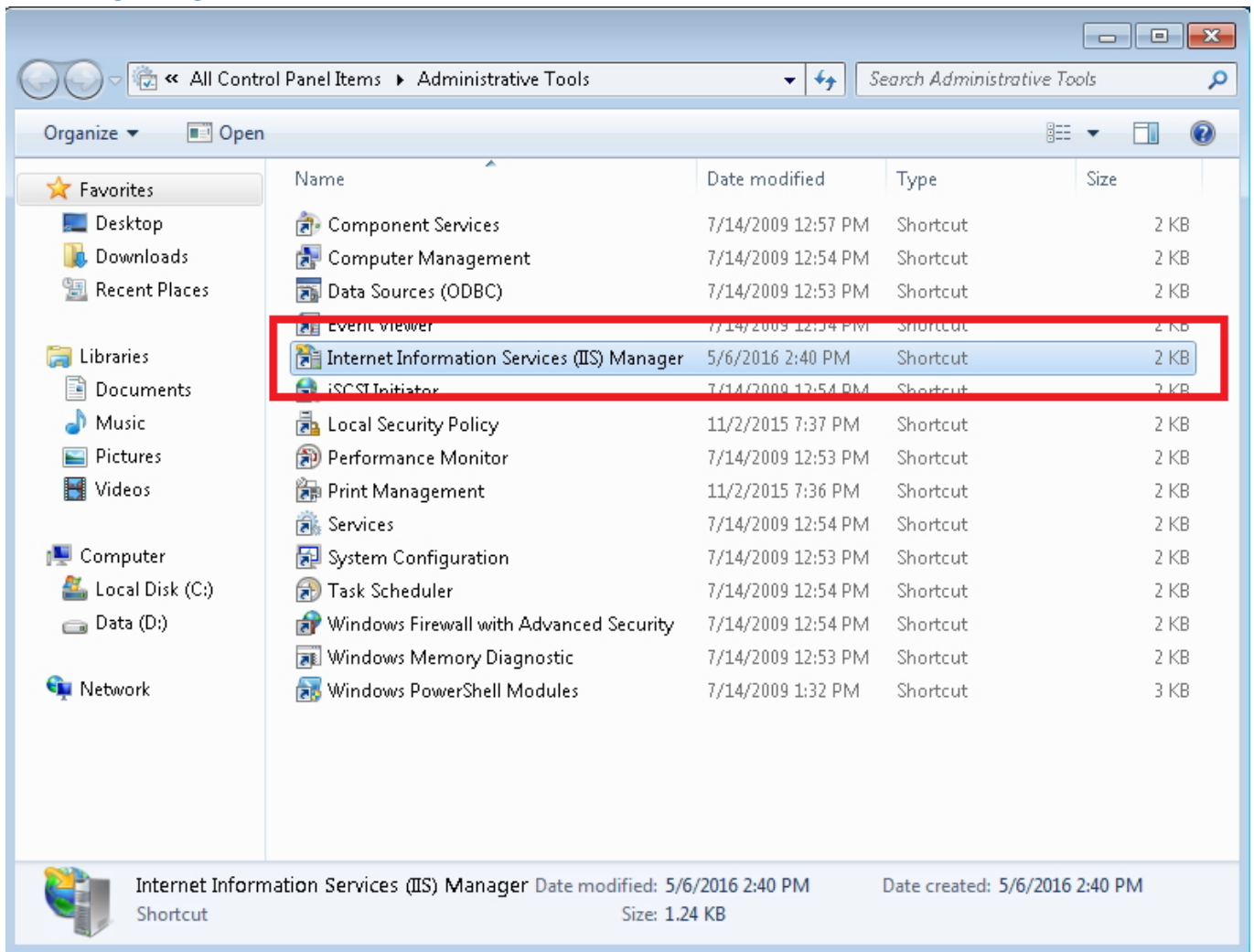
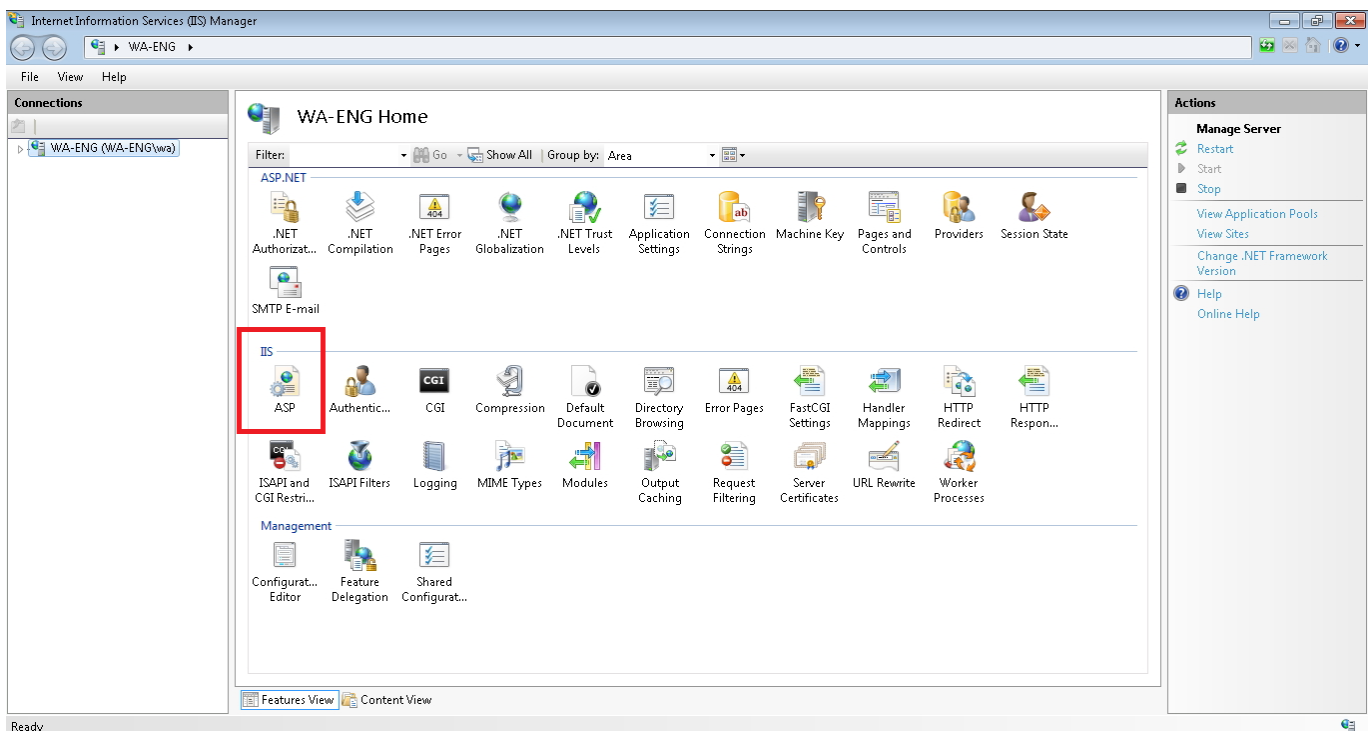1. Using the Windows start button and going to the "**Control Panel**" page.
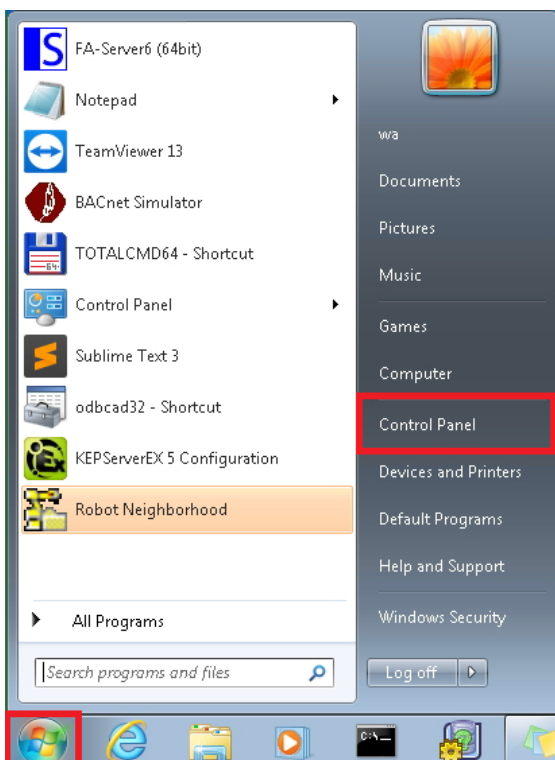
2. Select the "**Administrative Tools**".

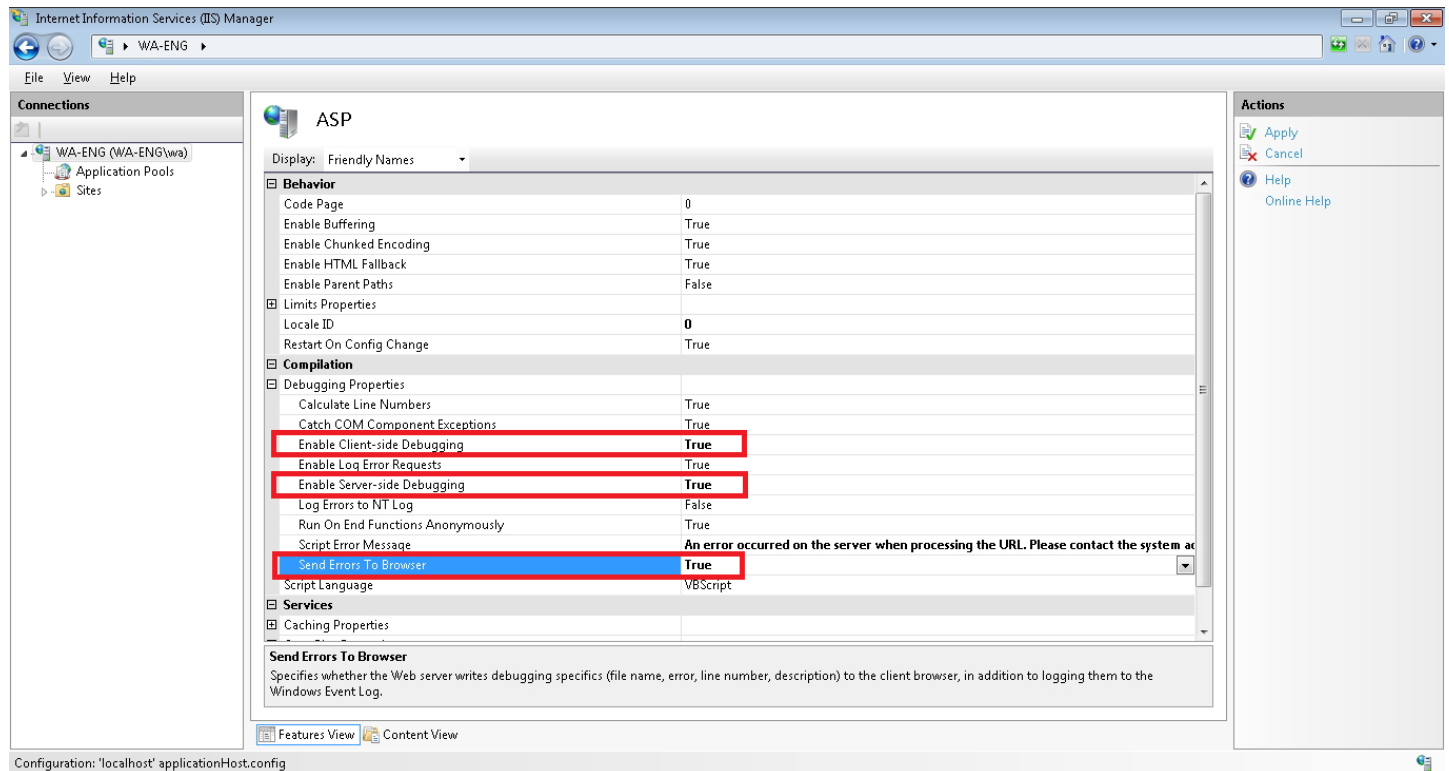3. Select the "**Internet Information Services (IIS) Manager**".

4. Please open "**ASP.net**" configuration page in the IIS Manager

5. Check if the status of these 3 items is "**True**".
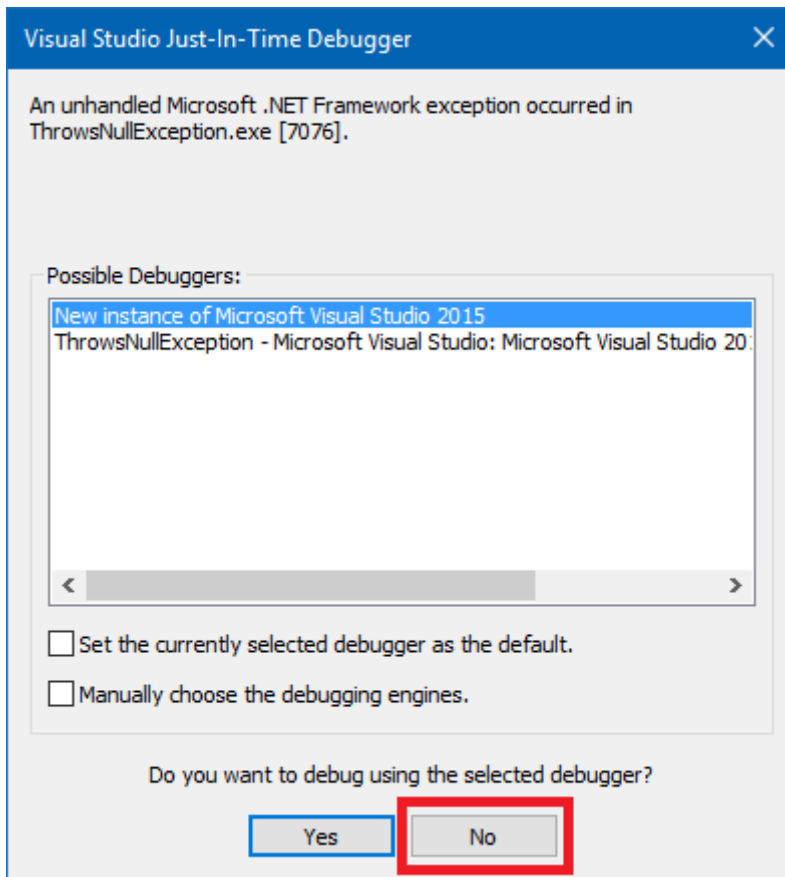
Open "**Compilation**" > "**Debugging Properties**":

    a. **Enable Client-side Debugging - True**

    b. **Enable Server-side Debugging - True**

    c. **Send Errors To Browser - True**

6. After the setup is complete, you can try to check the problem again using WebAccess.

※ If you bounce the "**Visual Studio Just-In-Time Debugger**" window during the process, please select "**NO**".

7. Finally, you can get the problem with **the asp file in which line**.

- ■ **Pin Definition (in case of serial connection):**

- ■ **Reference:**
  User manual (Help 24.2.2)
  The typical settings for Internet Information Services (IIS) in Windows for use with WebAccess on the Project Node as tested are:

  - ✓ Internet Information Services – ON

- ✓ FTP Publishing Service – OFF (optionally ON, not needed and is security risk)
- ✓ Web Management Tools – ON
- ✓ IIS 6 Management Compatibility – ON
  - ⌑ IIS 6 Management Console – OFF
  - ⌑ IIS 6 Scripting Tools – OFF
  - ⌑ IIS 6 WMI Compatibility – OFF
  - ⌑ IIS Meta base and IIS 6 configuration compatibility – ON
  - ⌑ IIS Management Console – ON
  - ⌑ IIS Management Scripts and Tools – OFF
  - ⌑ IIS Management Service - OFF
- ✓ World Wide Web Services – ON
- ✓ Application Development Features – ON
  - ⌑ .NET Extensibility – OFF
  - ⌑ ASP – ON
  - ⌑ ASP.NET – OFF
  - ⌑ CGI – OFF
  - ⌑ IASPI Extensions – ON
  - ⌑ IASPI Filters – OFF
  - ⌑ Server Side Includes - ON
- ✓ Common Http Features – ON
  - ⌑ Default Document – ON
  - ⌑ Directory Browsing – ON
  - ⌑ Http Errors – ON
  - ⌑ Http Redirection - ON
  - ⌑ Static Content - ON
- ✓ Health and Diagnostics – ON
  - ⌑ Custom Logging – OFF
  - ⌑ HTTP Logging – ON
  - ⌑ Logging Tools – OFF
  - ⌑ ODBC Logging – OFF
  - ⌑ Request Monitoring – ON
  - ⌑ Tracing - OFF
- ✓ Performance Features – ON
  - ⌑ Http Compression Dynamic – ON
  - ⌑ Static Content Compression - On
- ✓ Security - ON
- ✓ Basic Authentication - OFF
- ✓ Client Certificate Mapping Authentication - OFF
- ✓ Digest Authentication - OFF
- ✓ IIS Client Certificate Mapping Authentication - OFF
- ✓ IP Security - OFF
- ✓ Request Filtering - ON
- ✓ URL Authorization - OFF
- ✓ Windows Authentication (optional ON, usually OFF)