

[Tech Note 986](#)

Adding IIS Handler Mappings: Arcestra Reports

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Topic#: 002813

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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.

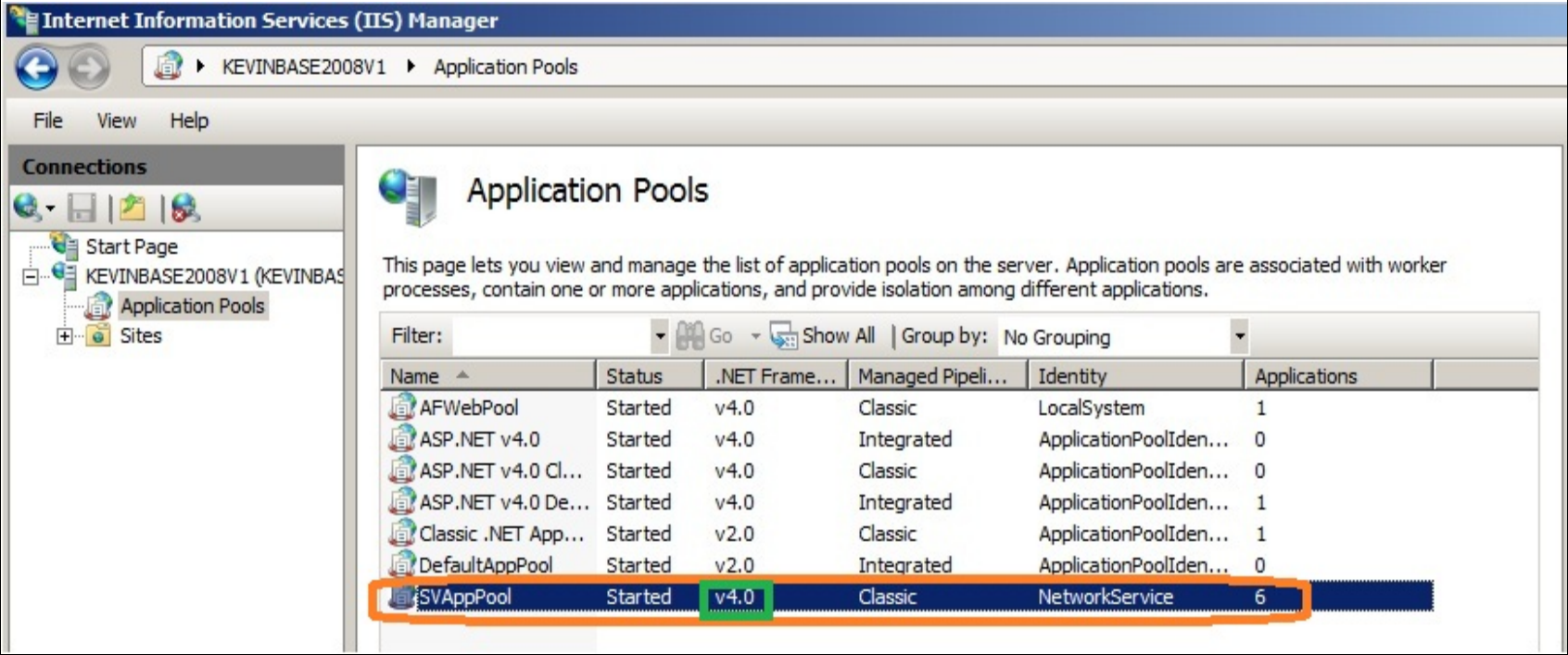


FIGURE 1: SV APPLICATION POOL USING .NET VERSION 4.0

The problem occurs when you browse to the **(Arcestra) Reports** from the **System** section of WIS portal and click **Execute** (Figure 2 below).

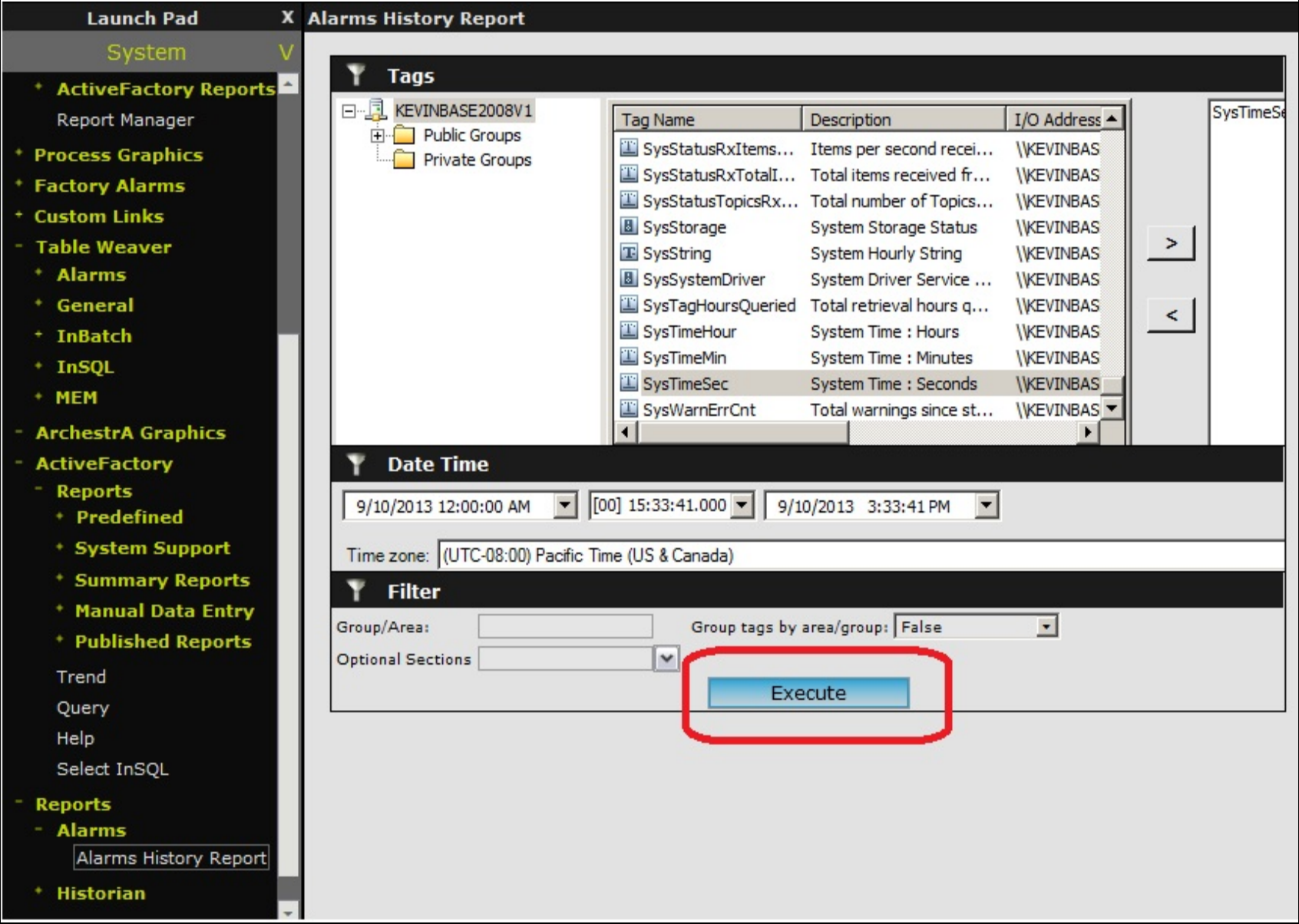


FIGURE 2: EXECUTE ARCHEDRA REPORT

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

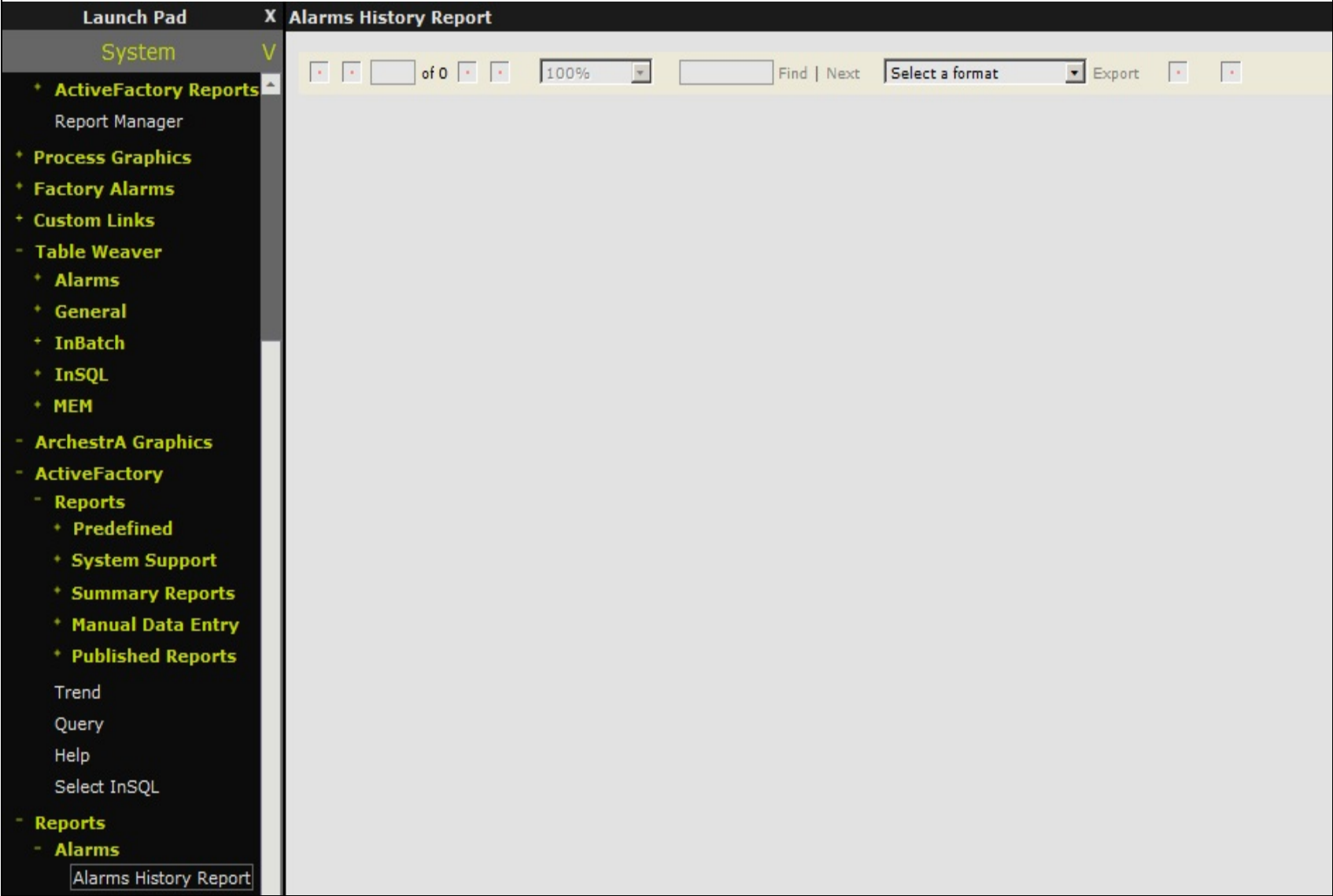


FIGURE 3: BLANK REPORT

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).

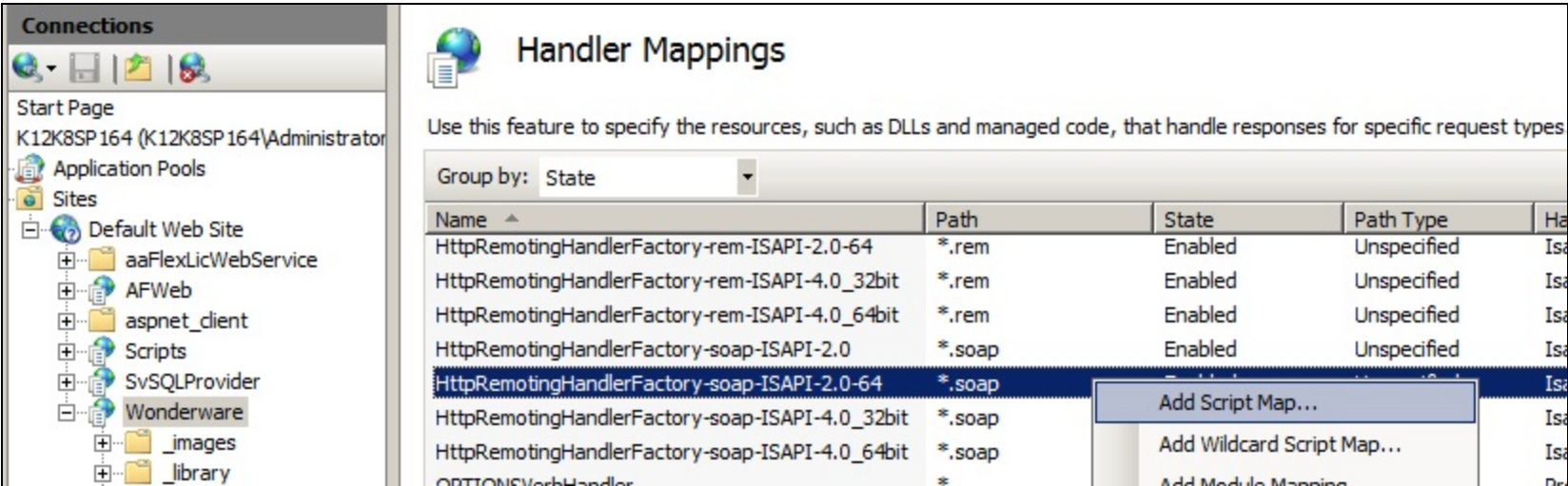


FIGURE 4: ADD SCRIPT MAP

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**.

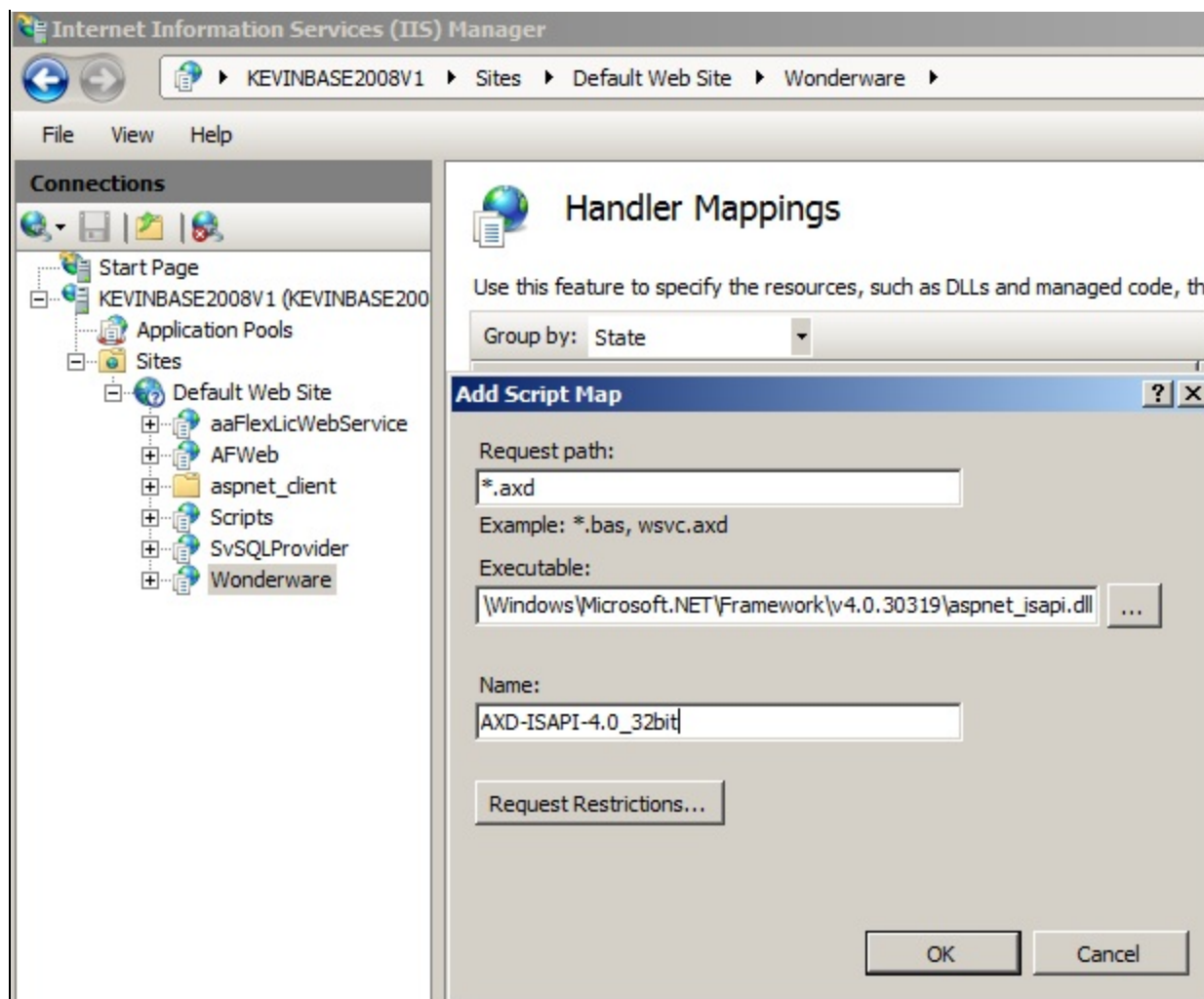


FIGURE 5: ADD AXD- ISAPI MAPPING

7. Click **Yes**.

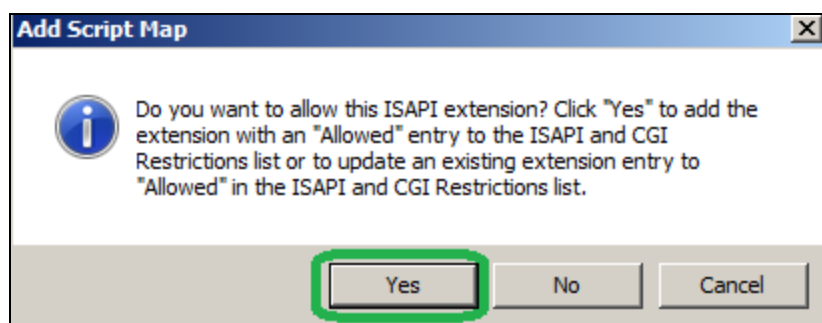


FIGURE 6: ADD THE ISAPI EXTENSION

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**

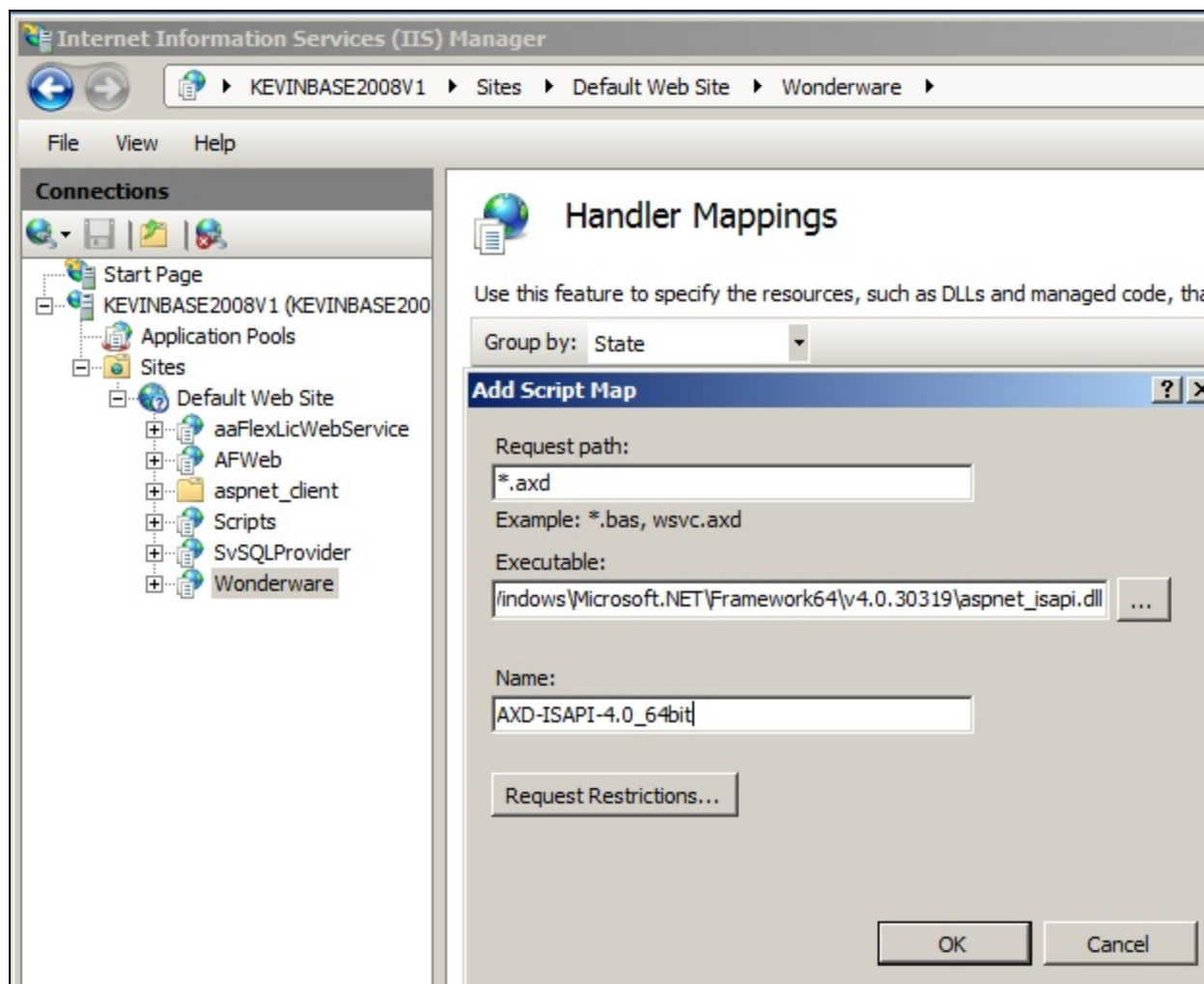


FIGURE 7: ADD AXD-ISAPI MAPPING

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

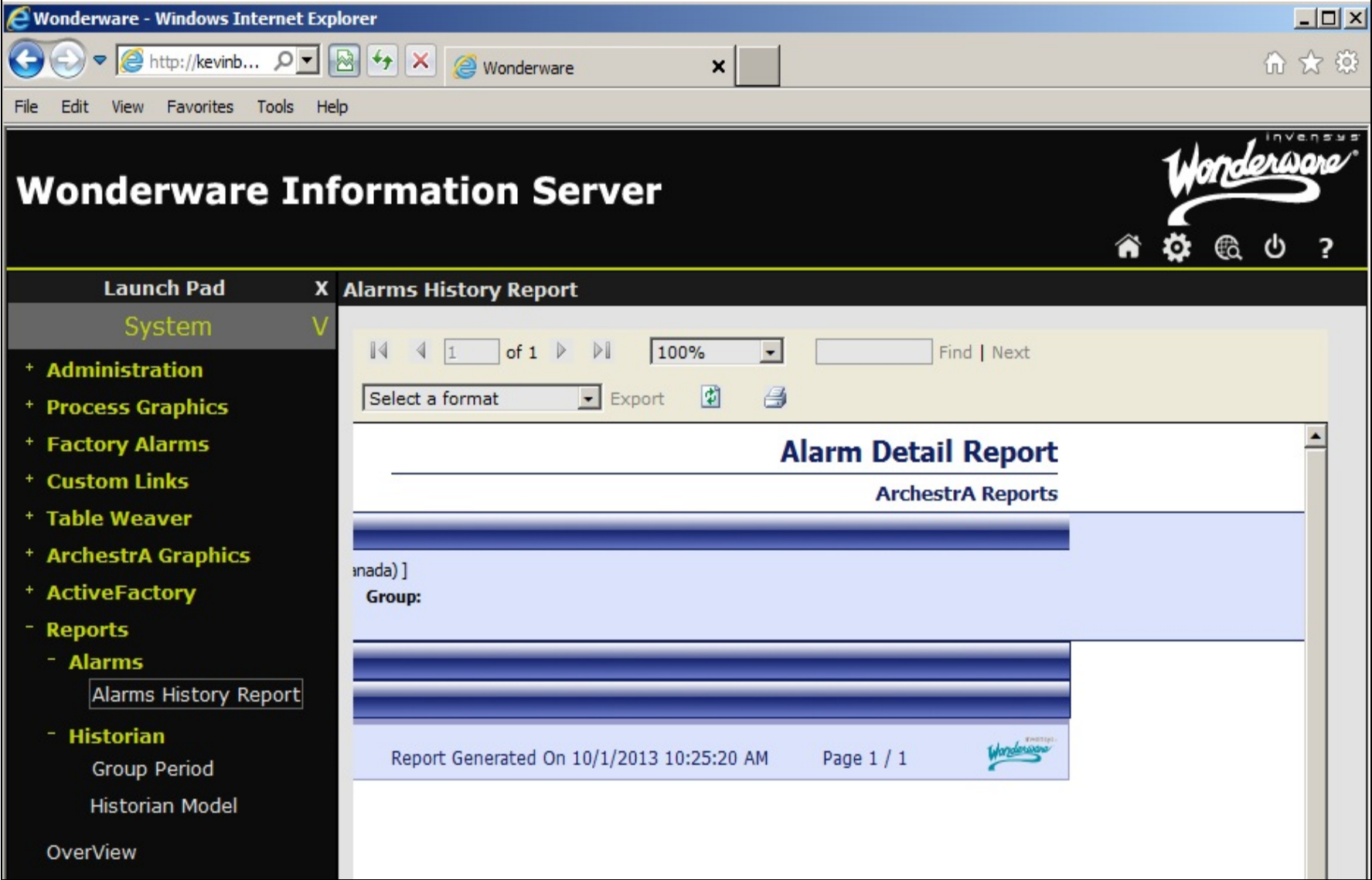


FIGURE 8: ARCHESTRA REPORTS DISPLAY CORRECTLY

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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