

InetSupervisor™ - Tech Bulletin 001

This document provides troubleshooting tips for the InetSupervisor application.

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Error Description

Error occurs when opening the InetSupervisor web page. You will see text only instead of a regular web page with text boxes, color, etc.

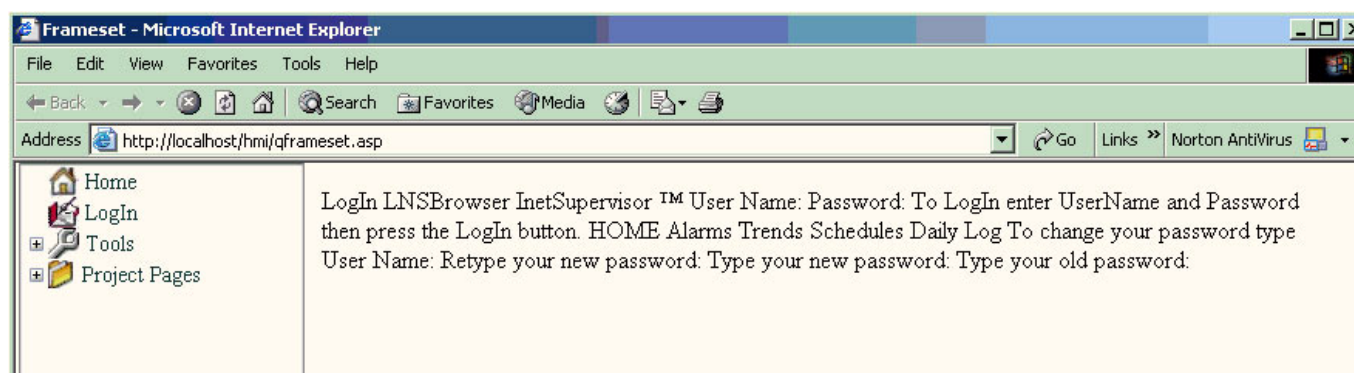


Figure 1.

See Figure1 for example of affected page.

Affected applications

HMI Web, all *.aspx pages including Login, Trend, Schedule, and Alarm pages.

Circumstances

After you install the Microsoft .NET Framework, Microsoft Internet Information Service (IIS) mappings are created to associate the new file extensions and settings for ASP.NET. If you did not have IIS installed when you ran the .NET Framework Setup, or if you uninstalled and reinstalled IIS, those settings will not be in place. You experience unexpected behavior when you try to view ASP.NET pages.

Fix

Re-run the .NET Framework version 1.1 installation for InetSupervisor version 1.x or

.NET Framework version 2.0 installation for InetSupervisor version 2.x

You can check Microsoft Online version of this document at:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;Q306005>