

Troubleshooting

HTTP Error 500.21 – Internal Server Error on Login

When attempting to login into Aras Innovator, you may get a standard Internal Server Error.

The screenshot shows a web browser window displaying a "Server Error in Application 'DEFAULT WEB SITE/INNOVATORSERVER'" from Internet Information Services 7.5. The error summary states: "HTTP Error 500.21 - Internal Server Error" and "Handler 'PageHandlerFactory-Integrated' has a bad module 'ManagedPipelineHandler' in its module list". The detailed error information table shows the module is "IIS Web Core", the notification is "ExecuteRequestHandler", the handler is "PageHandlerFactory-Integrated", and the error code is "0x8007000d". The requested URL is "http://localhost:80/InnovatorServer/Default.aspx". The most likely causes listed are: "Managed handler is used; however, ASP.NET is not installed or is not installed completely." and "There is a typographical error in the configuration for the handler module list." Things you can try include: "Install ASP.NET if you are using managed handler." and "Ensure that the handler module's name is specified correctly. Module names are case-sensitive and use the format modules='StaticFileModule,DefaultDocumentModule,DirectoryListingModule'." Links and more information state: "IIS core does not recognize the module. [View more information >](#)".

Detailed Error Information	
Module	IIS Web Core
Notification	ExecuteRequestHandler
Handler	PageHandlerFactory-Integrated
Error Code	0x8007000d
Requested URL	http://localhost:80/InnovatorServer/Default.aspx
Physical Path	C:\Program Files (x86)\Aras\Innovator\Innovator\Default.aspx
Logon Method	Anonymous
Logon User	Anonymous

The most common cause is that Microsoft .NET 4.7.2 is installed prior to IIS being enabled. Such a configuration results in the ASP.NET components for .NET 4.7.2 not being installed.

To resolve this issue, you need to install the ASP.NET components by running the following through the command prompt:

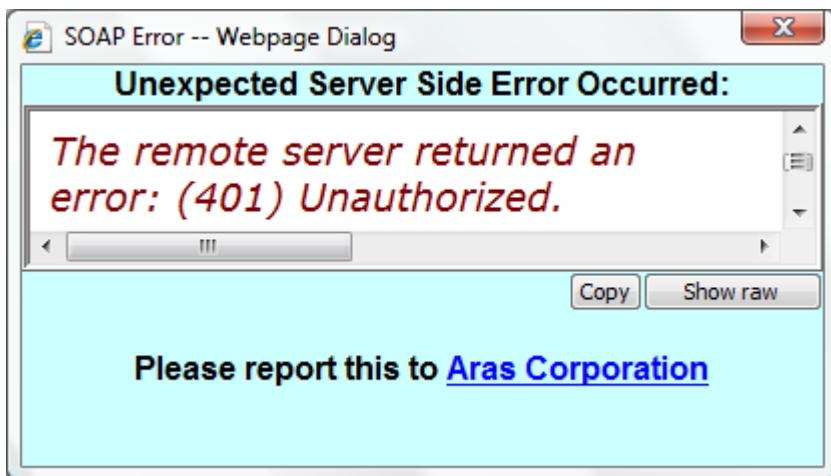
```
%windir%\Microsoft.NET\Framework\v4.7.2.0.30319\aspnet_regiis.exe -iru
```

HTTP 401 – Unauthorized Error after Successful Login

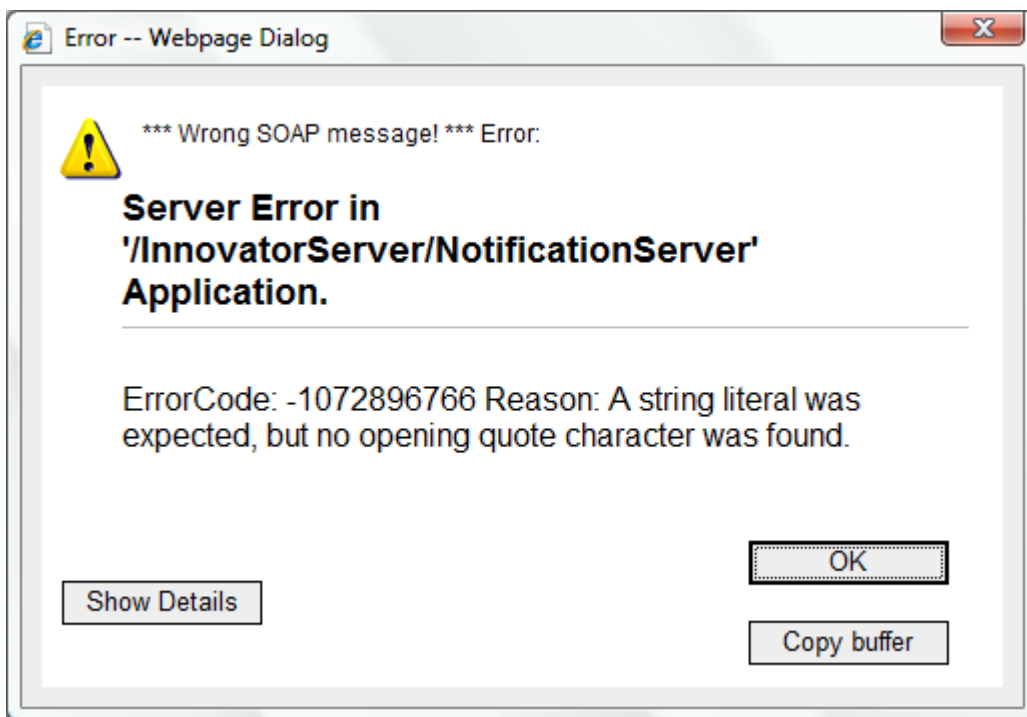
If after you have successfully logged into Aras Innovator, you receive a modal dialog that pops up with the text *Server Error in 'InnovatorServer/NotificationServer' Application...The remote server*



returned an error: (401) Unauthorized there is most likely a missing component to your Internet Information Services (IIS) installation on your server.

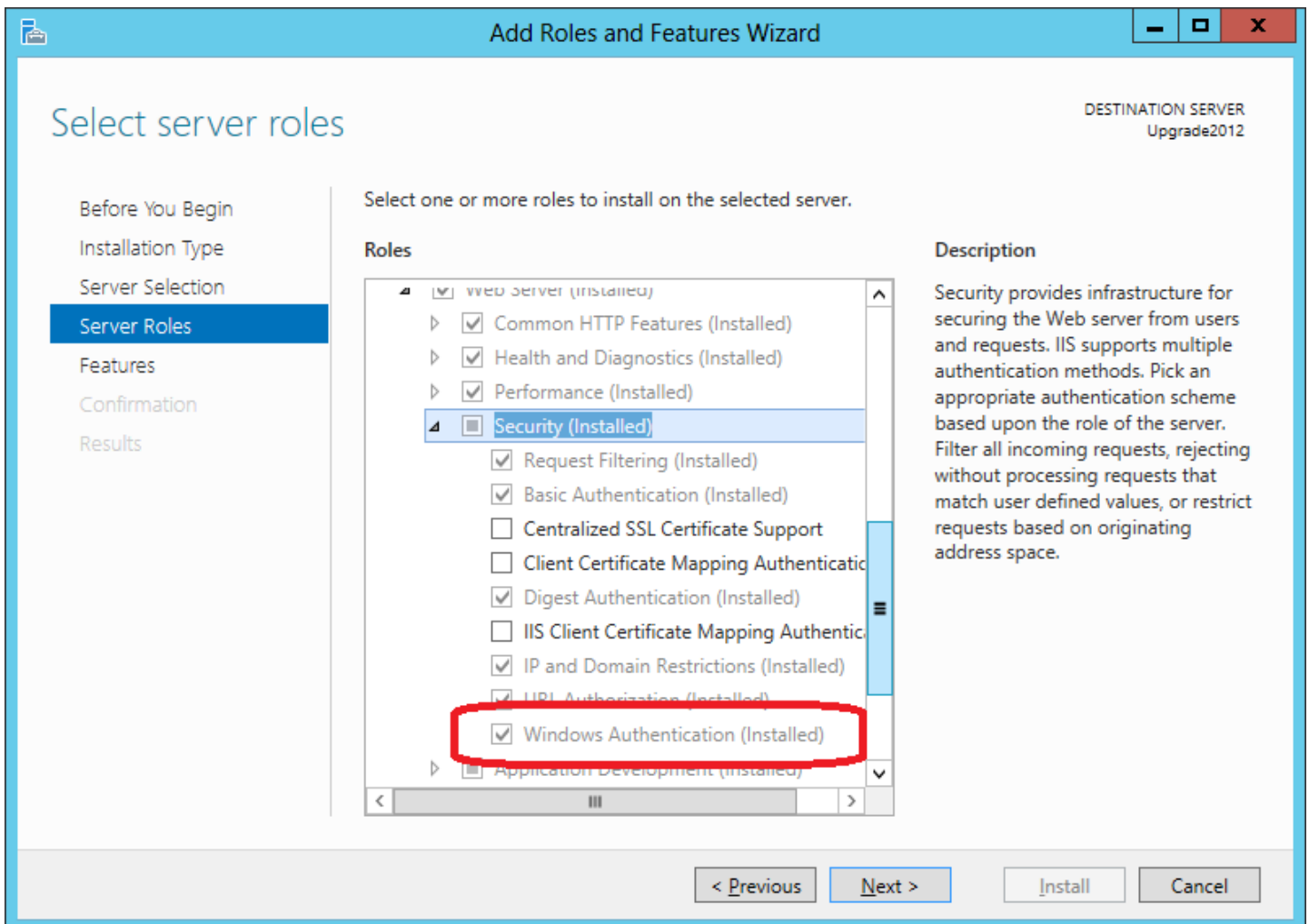


The previous modal dialog is subsequently followed by the error shown here:



To resolve this error, you need to install the Windows Authentication Role Service to into IIS by using the following steps:

1. Open Control Panel --> Administrative Tools --> Server Manager.
2. Right click on Web Server (IIS) under the Roles on the TOC and select **Add Role services**.
3. Install the **Windows Authentication** role service located under Security.



After you have installed the new Role Service for IIS you may need to uninstall Aras Innovator and install again.

HTTP Error 404.0 - Not Found

When you log in to Aras Innovator and open any Item (for example, the **English** language Item) while attempting to open a tear off window, the error shown here is returned:



Server Error in Application "DEFAULT WEB SITE/INNOVATOR10PUBLIC/CLIENT"

Internet Information Services 7.5

Error Summary

HTTP Error 404.0 - Not Found

The resource you are looking for has been removed, had its name changed, or is temporarily unavailable.

Detailed Error Information

Module **IIS Web Core**

Notification **MapRequestHandler**

Handler **StaticFile**

Error Code **0x80070002**

Requested URL **http://localhost:80/Innovator10Public/Client/scripts/tabItemView?isTearOff=true&noTabs=true&isNew=false&isEditMode=false&databaseName=ArasSolutionsPlusDemo20-%20English%20(read%20only)&itemTypeLabel=Language&itemTypeName=Language&itemID=EI**

Physical Path **C:\Aras\Apps\Innovator10Public\Innovator\Client\scripts\tabItemView**

Logon Method **Anonymous**

Logon User **Anonymous**

Most likely causes:

- The directory or file specified does not exist on the Web server.
- The URL contains a typographical error.
- A custom filter or module, such as URLScan, restricts access to the file.

The cause of the error is an inability of IIS to handle the extensionless URLs.

Main Grid not Painting Columns or Headers

After you login into Aras Innovator Server the main grid would never paint columns or headers, however pages such as InBasket or relationshipTabs could work.

Attempt to open the browser and you might see the following message: **XML Exception: Incorrect comments tag**

This is a client-side problem and the root cause of it is that the wrong version of the XML parser is used (this could for example be caused by installing Visual Studio v6 with SP6, that changes the XML parser used by Innovator).

The solution for this is to uninstall and then to re-install the XML parser.

Cookie Error Loading Login Screen

When installing Aras Innovator to a machine that contains an underscore in the server name or host name, you may receive an error telling you cookies are disabled for your browser. This error is due a



security patch released by Microsoft (<http://support.microsoft.com/kb/316112/en-us>) that blocks cookies when the host name does not contain only alphanumeric characters.

Aras Innovator client has failed to initialize.



Please enable cookie use in your web browser for Aras Innovator.

To resolve the issue, it will be necessary to ensure the host name contains only alphanumeric characters.

HTTP Error 500.0 - Internal Server Error. Module "AspNetCoreModuleV2" could not be found

When attempting to log in to Aras Innovator, you may get the standard Internal Server Error shown:

HTTP Error 500.0 - Internal Server Error

Module "AspNetCoreModuleV2" could not be found

Most likely causes:

- The module could not be found.
- IIS received the request; however, an internal error occurred during the processing of the request. The root cause of this error depends on which module handles the request and what was happening in the worker process when this error occurred.
- IIS was not able to access the web.config file for the Web site or application. This can occur if the NTFS permissions are set incorrectly.
- IIS was not able to process configuration for the Web site or application.
- The authenticated user does not have permission to use this DLL.

Things you can try:

- Verify that the module name is not misspelled in the configuration/system.webServer/globalModules config section. The error description may contain additional information to help you determine which module is causing the error.
- Ensure that the NTFS permissions for the web.config file are correct and allow access to the Web server's machine account.
- Check the event logs to see if any additional information was logged.
- Verify the permissions for the DLL.
- Create a tracing rule to track failed requests for this HTTP status code. For more information about creating a tracing rule for failed requests, click [here](#).

Detailed Error Information:

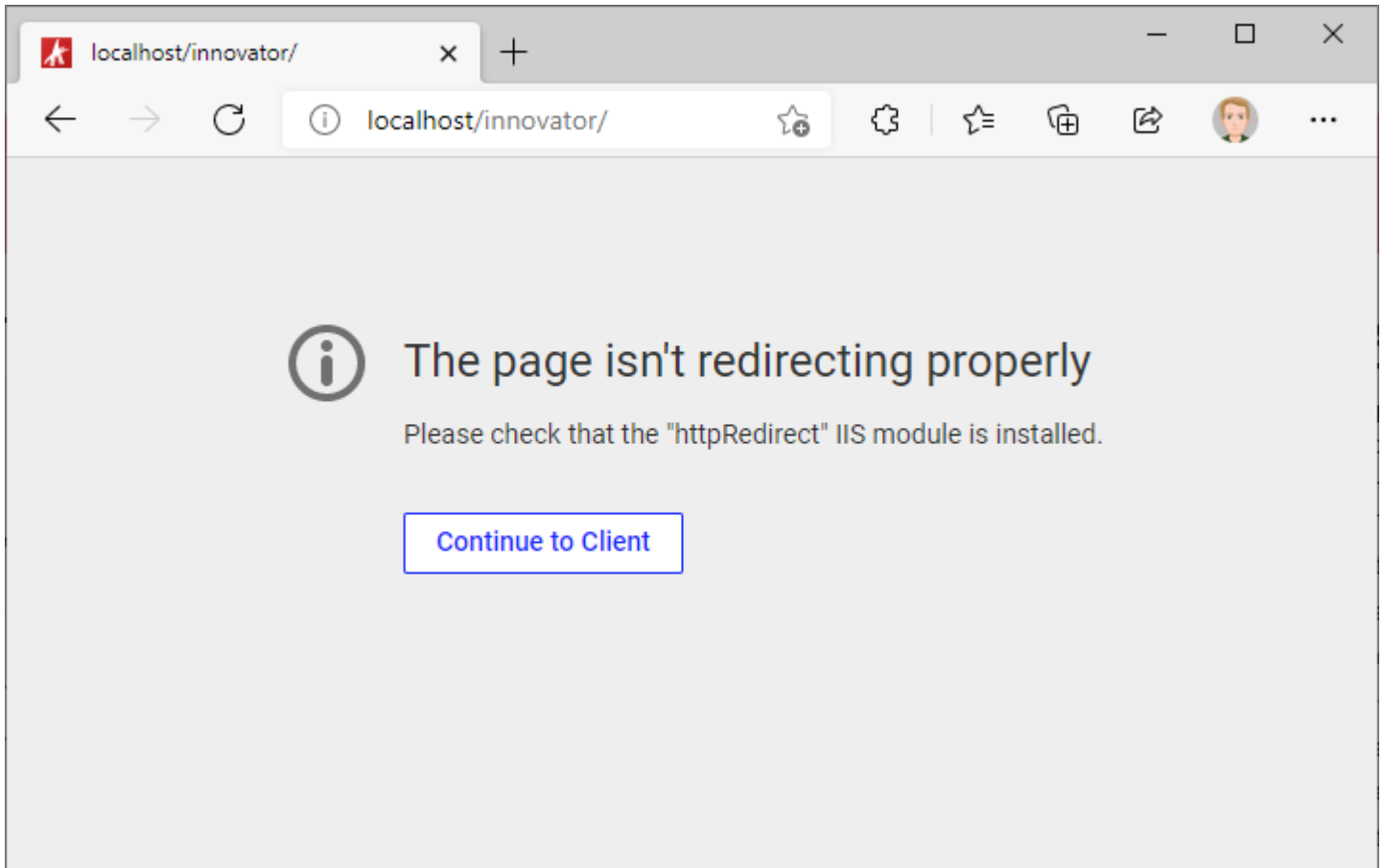
Module	IIS Web Core	Requested URL	http://localhost:80/innovator/
Notification	BeginRequest	Physical Path	C:\dev\Aras\Innovator\
Handler	Not yet determined	Logon Method	Not yet determined

The most common cause is that ASP.NET Core IIS runtime support is not installed. To resolve this issue, you need to install the [Hosting Bundle](#) (Microsoft ASP.NET Core Module v2).

The page isn't redirecting properly

When attempting to open the root Aras Innovator page, you may get this error:





To resolve this issue, you need to install the [HTTP Redirect](#) IIS module:

```
Enable-WindowsOptionalFeature -Online -FeatureName IIS-HttpRedirect
```

