

Web Troubleshooting Guide

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I received an Error Page. What does this mean?

The error page is: ErrorPage.aspx. You are redirected here if an unhandled exception occurs. Copy the text in the text box of the page which contains the current session log, and submit it to support.

Where are the logs stored?

- Error directory: \<installed directory>\Error installing C:\Program Files\Wasp Technologies\InventoryControl Web
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Should the server extension be enabled for IIS 6 users?

Yes, if IIS 6 is installed on the web server on which you are going to install Web application, ASP.NET server extension must be allowed. The installer attempts to do this automatically but it may not be able to in all cases. If it is not allowed, the web page will not be found when trying to access the Web application.

To turn it on manually:

1. Navigate to IIS Manager > Server extensions.
2. Set the ASP.NET 2.0.57.... (matching .Net version) to **Allowed**.

This is a required change since IIS 6 on Windows 2003 server has only static content enabled by default. It needs ASP.Net enabled to be able to serve dynamic web pages.

What are the minimum web server requirements OS/Browsers?

InventoryControl Web requires the following minimum operating system and IIS version to work:

- **Operating Systems:** Windows Server 2003 (recommended), Windows Server 2008 (recommended), Windows Vista, Windows XP SP2
- **Processor:** 1 GHz Pentium processor or equivalent

- **RAM:** 512 MB minimum
- **Hard Disk:** 5.5 MB required for the Web application (up to 600 MB required for IIS and Microsoft .NET Runtime)
- **Display:** Web pages are configured for 1024X768 screen resolution 32bit color minimum
- **Install Requirements:** IIS 5.1 or later
- **Web Pages Viewable With:** Internet Explorer 6, Firefox, Chrome, Safari, Opera

Note: different web browsers and IIS versions may display web pages differently.

Windows XP Note:

Installing the web service on Windows XP is not recommended. XP can only serve one web site at a time. If this website is the only website on the XP machine, it will work correctly, but if there is more than one web site, there may be problems. The web service should be installed on a newer operating system. Microsoft limits the number of concurrent connections that can be connected to an XP web site to 10. This means that if 10 people are connected, the 11th will get an error when they try to connect. If you install the web service on an XP machine, you will receive a warning message; however, you will be given the opportunity to install anyway. You will also be warned that you will have to turn the other web sites off if you choose to install on an XP box. The software will turn off the default web site after install and turn on InventoryControl Web.

When you reboot the XP machine you may have to turn the default web site off and turn InventoryControl Web back on before it will run since only one web site is allowed to run at a time.

If you run into the concurrent connection limit on XP you may see the following error:

Service Unavailable HTTP Error 503 the service is unavailable.

Windows Server 2003/2008 Note:

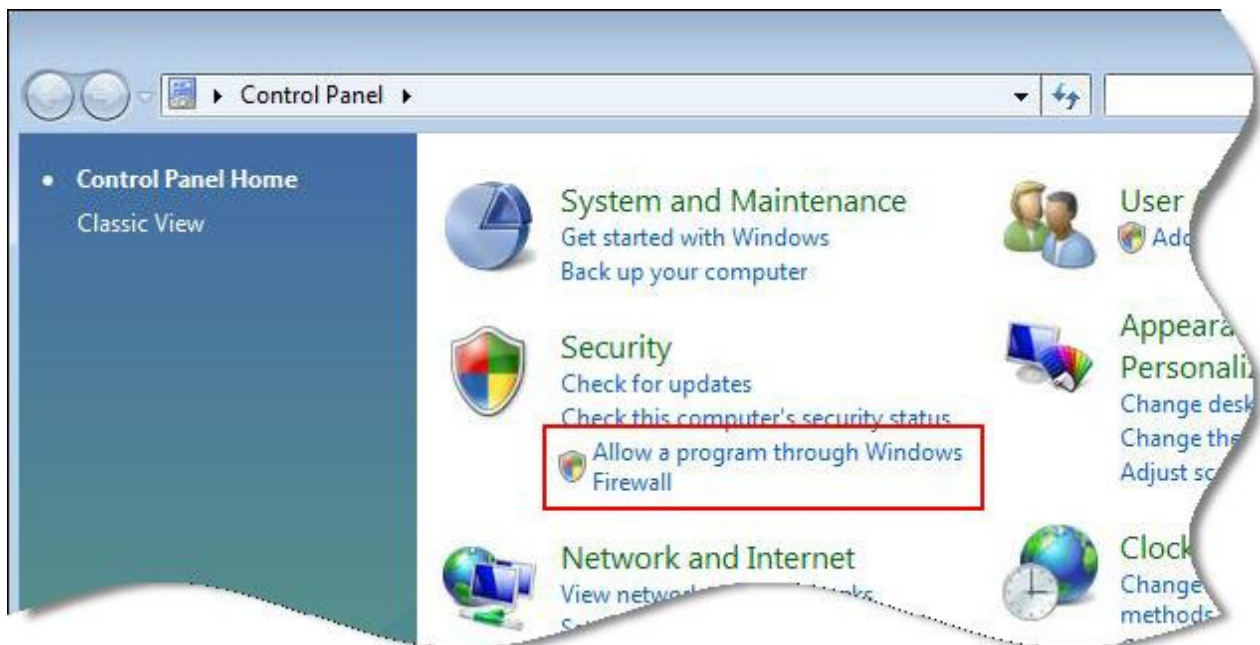
When installing a web site on a windows server operating system like Windows Server 2003 or Windows Server 2008, the server machines are hardened against attack so the web site can not be browsed to from that server machine. All other machines that browse to the web site will work fine but if you try to connect to the web site from the same machine that it is installed on, it will not work. You want this security in place.

How do I add InventoryControl Web to my firewall exceptions list?

If you are using a firewall, you may receive a notice that InventoryControl Web is being blocked when you try to access it. To access InventoryControl Web, you will need to add it to your exceptions list. To do this, follow the instructions below.

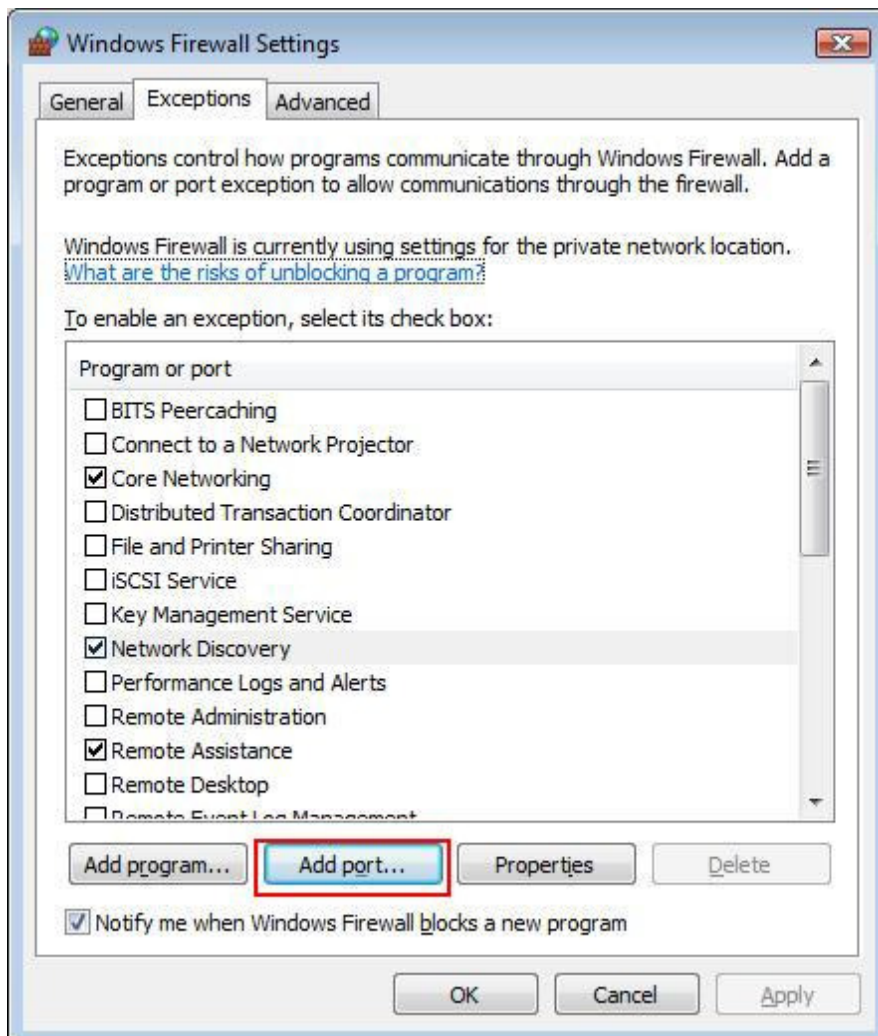
Windows Vista Users:

1. Click **Start > Control Panel**.
2. On the **Control Panel** menu, click **Allow a Program through Windows Firewall**:



3. If you receive a message asking for permission to continue, click the **Continue** button.

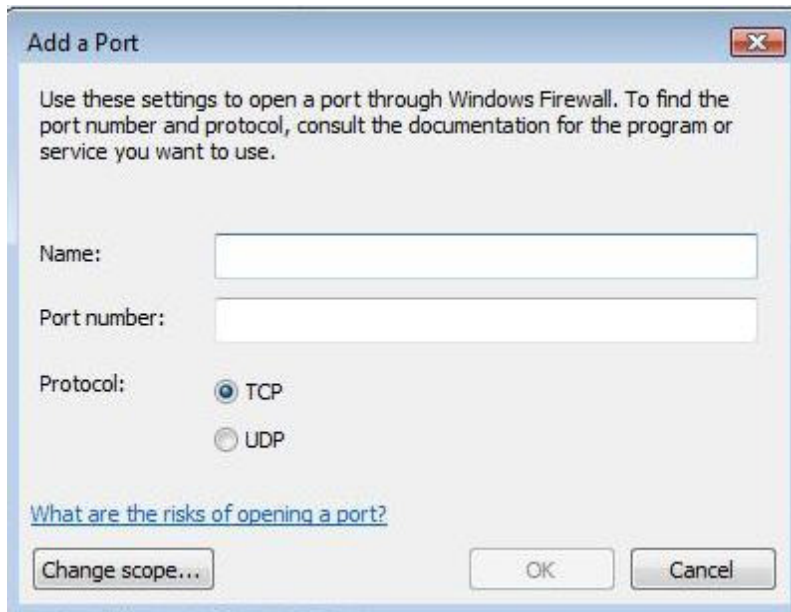
4. On the **Windows Firewall Settings** screen > **Exceptions** tab, click the **Add Port** button.



5. On the **Add Port** screen, enter a name for this port (this can be any name you chose) and then enter the port number. (Leave the Protocol as TCP.)

If you are using HTTPS/SSL - You must enter 443 as the port number.

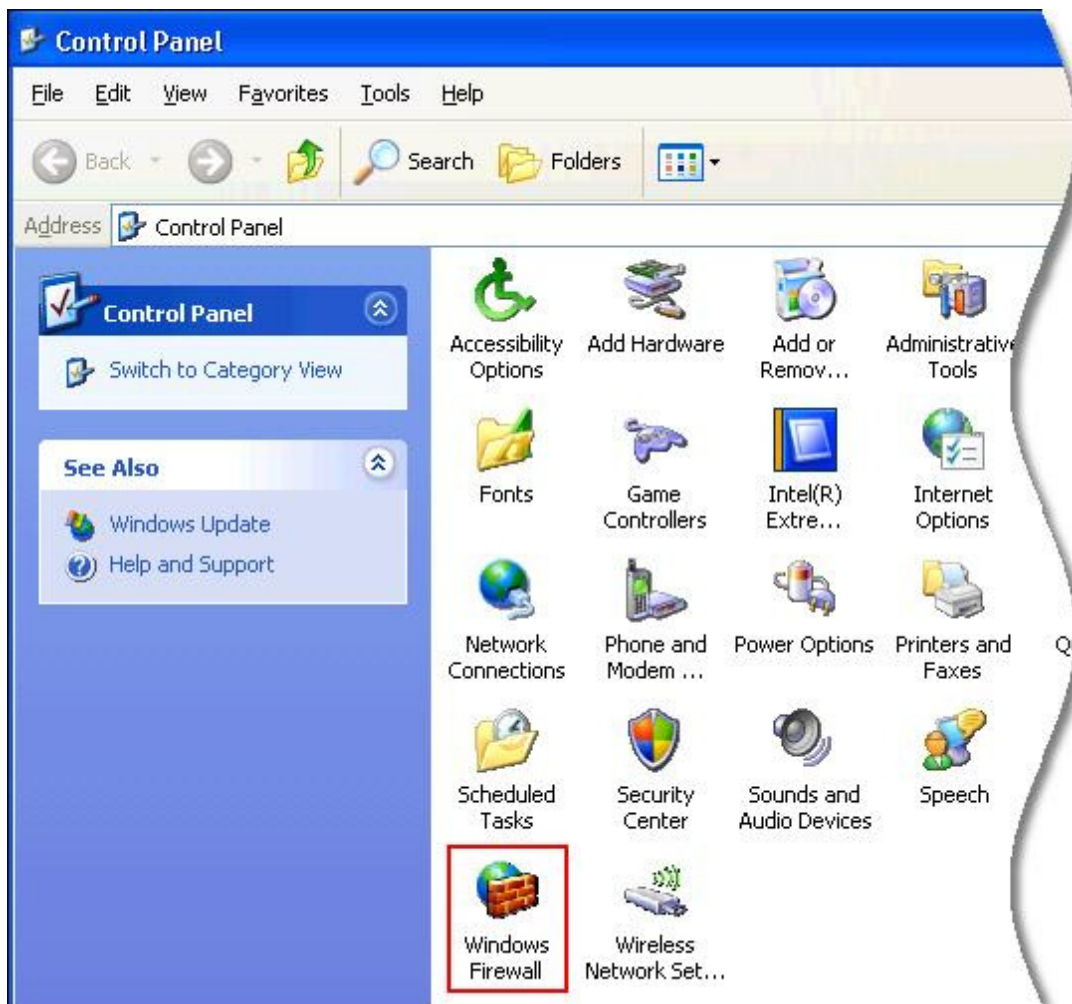
If you are *NOT* using HTTPS/SSL - You must enter 8081, or whatever port you specified as the database computer when installing InventoryControl, as the port number.



6. Click **OK** when you are done.

Windows XP Users:

1. Click **Start > Control Panel**.
2. On the **Control Panel**, double-click **Firewall**.



3. Follow the instructions in the Vista users section above.

I moved the InventoryControl database or changed the computer name of the InventoryControl database computer. How do I fix the web so it will run?

1. Navigate to the web.config file located at Program Files/Wasp Technologies/InventoryControlWeb/web.config.
 2. Set the "ICconnectstring" key to "Data Source = \$\$machine name\\instance name".
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How can I set up email from the Web and customize the Contact IT and About Us links?

InventoryControl Web allows you to customize the About Us and Contact IT links found at the bottom of each page.

About Us: You can target the About Us link to your company's website. To do this, navigate to Program Files/Wasp Technologies/InventoryControlWeb/web.config. Set the "AboutUsLandingPage" key value to the address of your company's website.

Contact IT: The Contact IT link can be set to direct the user's email to the site administrator. To do this, navigate

to Program Files/Wasp Technologies/InventoryControlWeb/web.config. Set the "ContactEmail" key value to the email address where you want the contact email to go.

To set up email from the web, you will need to edit several entries in the web.config file. These are:

- SmtpMailServer
 - SmtpPort
 - SmtpUser
 - SmtpPassword
 - SmtpUseCredentials
 - SmtpUseSSL
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How do I change the Wasp logo to my company's logo?

Each page of InventoryControl Web contains a logo in the header. When you first install the web application, the Wasp logo appears in the header by default.

1. Navigate to Program Files/Wasp Technologies/InventoryControl/InventoryControl Web/Images.
 2. Replace the image wasp_logo_180.gif with your company logo (or image of your choice). The image must be 180x84 width/height in pixels.
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How do I change the icon that appears on links and in the URL field when I access the web application?

You can change the icon that shows up on links and in the URL field when the web application is accessed by replacing it with one of your own.

1. Navigate to Program Files/Wasp Technologies/InventoryControl/InventoryControl Web/Images
 2. Replace the favicon.ico image file with one of your choice.
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