Transportation Operations Manager (T.O.M.)

Frequently Asked Questions *- Technical*

Windows Server 2003 (applicable for server software T.O.M. WebTrips or T.O.M. Student Conduct Software)

Configure 2003/IIS Before Software Installation…

1. Must specifically setup the server allow ASP and ASP.NET:

In Add/Remove Windows Components, Under Application Server Details… make sure
- ASP.net is checked (directly under Application Server)
- Active Server Pages (ASP) is checked (go to Internet Information Services (IIS) Details, then World Wide Web Service Details, you should see ASP)
- World Wide Web Service is on

2. Gecko recommends the server installation be performed at the server and not through Terminal Server or other remote connection software, again depending on the client's configuration. Know problems running the installation through Terminal Server…

    1. T.O.M. Student Conduct - MSDE database installation fails, no error message is given, the problem occurs after the MSDE service is installed and the server returns from a reboot, the installation fails to continue.

    2. T.O.M. WebTrips – WebTrips Totaller Service receives the error message below and aborts installation. A few different things may cause this problem, one of which is running the installation over Terminal Services and off a mapped network drive to the install package.

Transportation Operations Manager (T.O.M.)

Frequently Asked Questions - *Technical*

After installation an error message displays when bringing up the T.O.M WebTrips or Student Conduct Website…

"The page cannot be displayed" and "HTTP 500 - Internal server error"or message indicating your are not shown the error message for security reasons…

Try to hit the page from the server. Something is causing your application to error; however, your browser is set to hide the specific error message and is not giving you the nature of the error. In order to troubleshoot, try to hit the page from the server and turn off the browser's setting for show "friendly" error messages. In this case "Friendly" is not good.

In IE, turn off the "Friendly HTTP error messages" by choosing tools - Internet Options - Advanced. Then the full error messages will be displayed, as well as the line number of the error.

WebTrips - Error '80040111', "ClassFactory cannot supply requested class" or "Server.CreateObject Failed"…

Microsoft VBScript runtime error '80040111'
ClassFactory cannot supply requested class

or

Server Object error 'ASP 0177 : 80040111'
Server.CreateObject Failed
/<file>.asp, line <line>
ClassFactory cannot supply requested class

The webtrips.dll probably did not get registered correctly. Try to manually register the .dll.. Determine what the WebTrips application path is and where webtrips.dll is installed. Then go to Start, Run… and type in "regsvr32 <app dir>\webtrips.dll" (without the quotes, substituting <app dir> with your application dirtectory). Click Ok and you should get a message theat regsvr32 succeeded. If your application directory includes long path names, directories with spaces, or is heavily nested, you may have to substitute short names (ms dos 8.3 format).
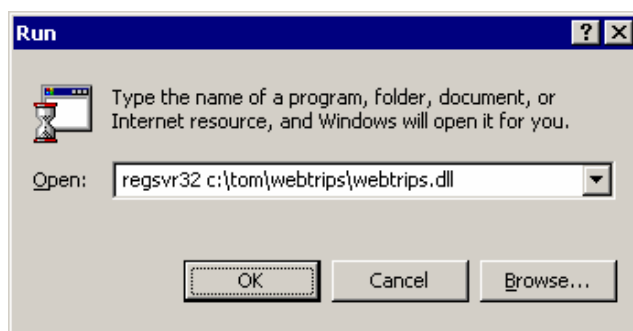
Transportation Operations Manager (T.O.M.)

Frequently Asked Questions - *Technical*

"Server cannot access application directory *<appdir>*. The directory does not exist or is not accessible because of security settings."

"Stack Trace:
[HttpException (0x80004005): Server cannot access application directory 'D:\TOM\WebTrips\'. The directory does not exist or is not accessible because of security settings.]
   System.Web.HttpRuntime.EnsureAccessToApplicationDirectory() +72
   System.Web.HttpRuntime.FirstRequestInit(HttpContext context) +263"

 or

"Access denied to *<appdir>* directory. Failed to start monitoring directory changes."

In Microsoft **Windows 2000** and in Microsoft Windows XP, ASP.NET requires read, execute, and list access for the **ASPNET account** (the Aspnet_wp.exe process account) on the root Web site or on any virtual directory.
Similarly, in Microsoft **Windows Server 2003**, ASP.NET requires read, execute, and list access for the **NETWORK SERVICE account** (the W3wp.exe process account) on the root Web site or on any virtual directory. This is necessary so that ASP.NET can access the content files and can monitor file changes.

A page which looks like html code is displayed (server is not recognizing .aspx extension)…

1. Make sure user has pointed browser using the http:// protocol and is not simply opening the .asp or .aspx file.

2. In the .Net components (T.O.M. Student Conduct or in WebTrips with the Trip Request Inquiry or Calendar pages) this problem may be due to a faulty install of MS .NET framework (possibly caused by the initial install of T.O.M. WebTrips or T.O.M. Student Conduct before IIS was on the machine). The following article describes the problem:

    http://support.microsoft.com/default.aspx?scid=kb;en-us;325093

Contact Gecko Microsolutions for a utility to repair ASPX mappings, the utility is called **RepairIIS.EXE**.

Message indicates there is a problem accessing the page or the page can not be found (permissions)…

1. In Windows 2003 Server with a MS Access database (T.O.M. WebTrips) it is necessary that all users (including the user WebTrips is running under, by default IUSR_<machine_name) accessing the database have the same level of permissions. If not, the second user to request access to the database may be denied with a message saying the database does not exist or the user does not have access. The permissions may be granted individually or via a group.

Transportation Operations Manager (T.O.M.)

Frequently Asked Questions *- Technical*

2. In Windows 2003 (possibly only in combination with .NET framework and some MS Security Patch), SHARE permissions override the NTFS permissions.

   For example, if D: \TOM is shared as TOM$ and share permissions for "Everyone" is set to "READ" and the NTFS permissions for the group "FieldTrips" is set to "CHANGE," in Windows 2000, the group "FieldTrips" would have CHANGE rights to the directory.

   This arrangement in Windows 2003 (+.NET + Some patch?) results in the group "FieldTrips" having "READ" only rights to the TOM directory. Since TOM users only have READ writes, they could not open the database.

"Unspecified Error"

Note – The detailed error message generally will only show on the browser run from the server, when investigating a problem make sure to hit the page from the server itself and make sure you don't have "Show Friendly HTTP Error Messages" ON (To turn off - In Internet Explorer 5. x , on the Tools menu, click Internet Options. On the Advanced tab, under the Browsing section, clear the Show friendly HTTP error messages check box, and click OK).

If the error is unspecified, here are a couple things you can check:
 -Permissions to the \Temp folder … http://support.microsoft.com/default.aspx/kb/315456

-Permissions for the IWAM_<machineName> user - Specifically, the C:\document and settings\%domainname%\IWAM_localmachine\local settings\temp folder.

-If you are still having trouble then try running the IIS site in its own memory space or, if it is already doing so, return it to the normal memory pool.

Transportation Operations Manager (T.O.M.)

Frequently Asked Questions *- Technical*

Other messages indicating a problem with permissions (ASP.net)…

Is server acting as a domain controller?
If you are installing T.O.M. Student Conduct or WebTrips on a domain controller -
http://support.microsoft.com/default.aspx?scid=kb;en-us;315158
And
http://support.microsoft.com/kb/824308

General permission requirements for the ASP.net worker process -
http://support.microsoft.com/default.aspx?scid=kb;en-us;811320

General IIS permission requirements -
http://support.microsoft.com/kb/271071

If you are attaching a debugger to the ASP.net process
http://support.microsoft.com/default.aspx?scid=kb;en-us;820747
(our app does not need this, if you are not running other ASP.net apps then do not attach
a debugger in this way (remove registry entry for Aspnet_wp.exe under
HKEY_LOCAL_MACHINE\Software\Microsoft\Windows NT\Image File Execution
Options)