Knowledge Base

Exaquantum

Internal Server Error when accessing ExaquantumWeb

KB-1092-23

Document Summary	
Article Type	User Guide
Products Affected	Exaquantum/Web
Versions Affected	R3.40
Function Affected	Exaquantum website
Available Resolution	Additional configuration required
Audience	System Integrators and Administrators
Summary	A HTTP Error 500.19 - Internal Server Error is shown when attempting to access the Exaquantum website.
Review Date	Document to be reviewed before January 2024

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Chapter 1 Introduction

In Exaquantum the user can access Exaquantum data via the Exaquantum website.

After an Upgrade in rare circumstances the Exaquantum website can display A HTTP Error 500.19 - Internal Server Error, the user is not able to access the ExaquantumWeb website.

This document will detail the error and how to resolve it.

1.1 Audience

This guide is intended for system integrators and administrators.

Chapter 2 Issue

A HTTP Error 500.19 - Internal Server Error is shown when attempting to access the ExaquantumWeb website.
The requested page cannot be accessed because the related configuration data for the page is invalid. Error Code: 0x800700c1.


2.1 Cause

This error occurs as a result of the DynamicCompressionModules and StaticCompressionModule being installed when Windows Server Update Services (WSUS) is installed on the same machine.
DynamicCompressionModules and StaticCompressionModule are IIS modules, both are not required for Exaquantum to operate.
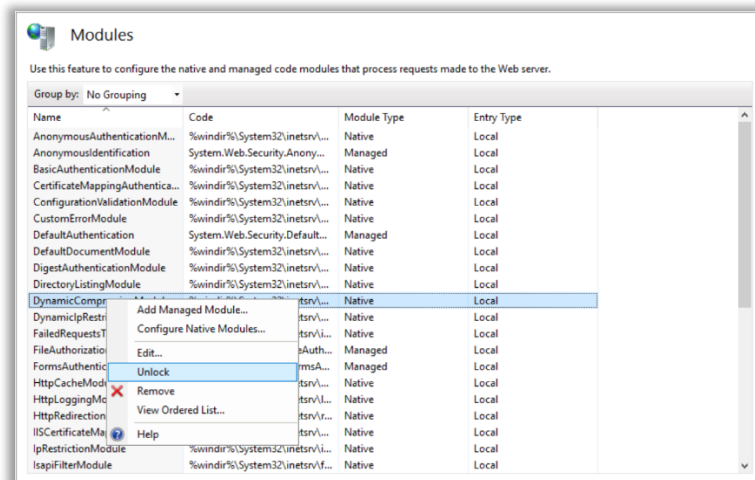
Chapter 3 Resolution

To resolve this issue, the IIS modules can be removed by following the below steps:

1. Open IIS

2. Click on server module node at the top of the left-hand tree and choose "Modules"
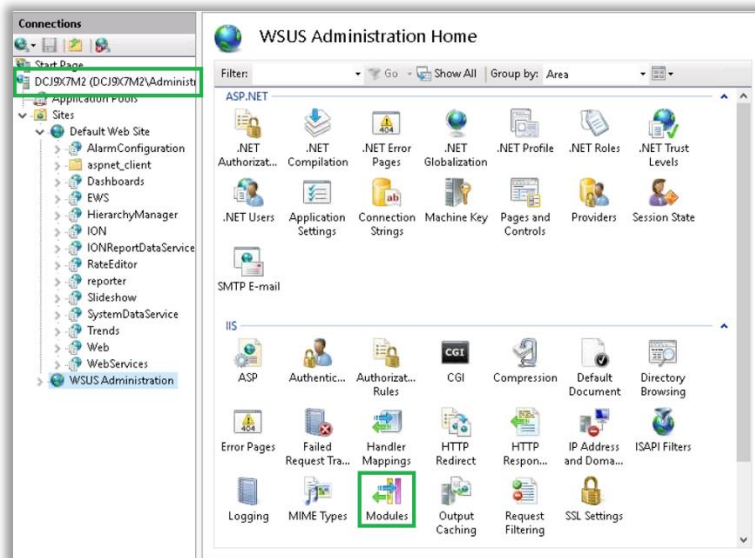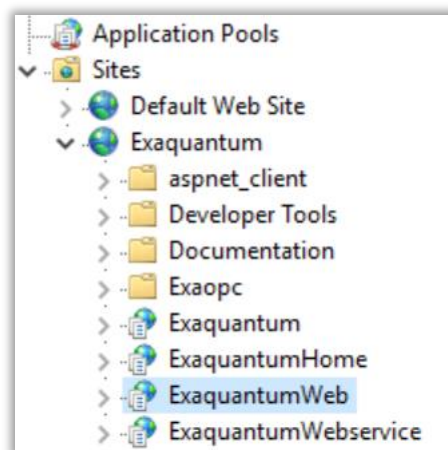

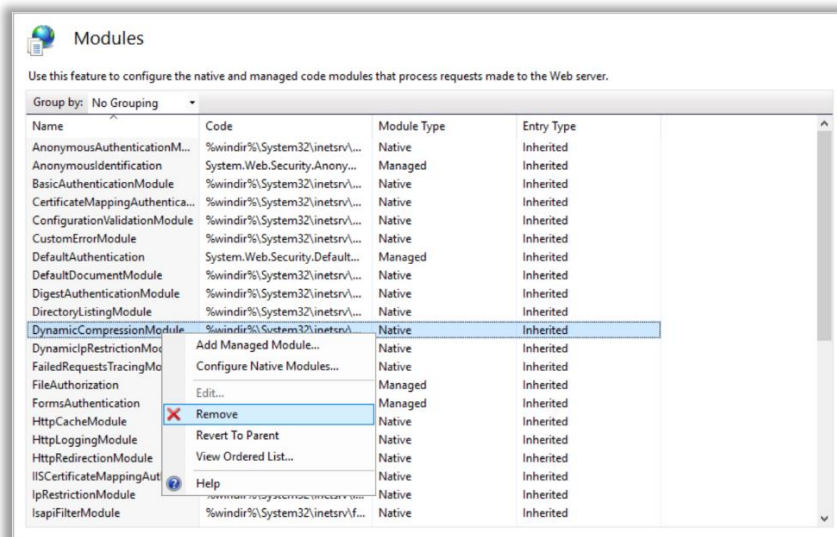3. Right click on DynamicCompressionModule and choose "Unlock"

4. Right click on StaticCompressionModule and choose "Unlock"

5.   Open desired websites ExaquantumWeb -> Open Modules

6.   Right click on DynamicCompressionModules and choose "remove"

7. Right click on StaticCompressionModule and choose "Remove"

8. Restart IIS. The user should now be able to access the ExaquantumWeb website.

Chapter 4 Further Reading

For further information please visit the Yokogawa Marex support website or contact YMX at the support@ymx.yokogawa.com email address.

The Yokogawa Marex support website is available at https://ymx.yokogawa.com/support

The Yokogawa Marex Knowledgebase is available at https://ymx.yokogawa.com/knowledge-base

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Highlights

The Highlights section gives details of the changes made since the previous issue of this document.

▪ Summary of Changes

This is Issue 1.0 of the document related to Product Library version 1.0.

▪ Detail of Changes

The changes are as follows:

Chapter/Section/Page	Change