

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.

HTTP Error 500.19 - Internal Server Error

The requested page cannot be accessed because the related configuration data for the page is invalid.

Most likely causes:

- The worker process is unable to read the applicationhost.config or web.config file.
- There is malformed XML in the applicationhost.config or web.config file.
- The server cannot access the applicationhost.config or web.config file because of incorrect NTFS permissions.

Things you can try:

- Look in the event logs for information about why the configuration files are not readable.
- Make sure the user identity specified for the application pool, or the authenticated user, has the required permissions to access the web.config file.

Detailed Error Information:

Module	DynamicCompressionModule	Requested URL	http://win-fbjmp7nn62f:80/Ion
Notification	SendResponse	Physical Path	C:\Program Files (x86)\Schneider Electric\Power Monitoring Expert\system\WebReach
Handler	ExtensionlessUrlHandler-ISAPI-4.0_32bit	Logon Method	Anonymous
Error Code	0x800700c1	Logon User	Anonymous

More Information:

This error occurs when there is a problem reading the configuration file for the Web server or Web application. In some cases, the event logs may contain more information about what caused this error.

[View more information »](#)

2.1 Cause

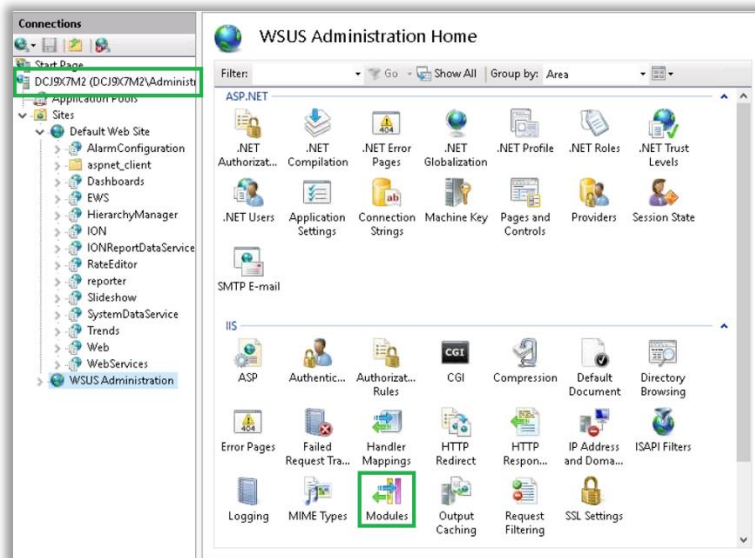
This error occurs as a result of the DynamicCompressionModules and StaticCompressionModule being installed when Windows Server Update Services (WSUS) is installed on the same machine.

DynamicCompressionModules and StaticCompressionModule are IIS modules, both are not required for Exaquantum to operate.

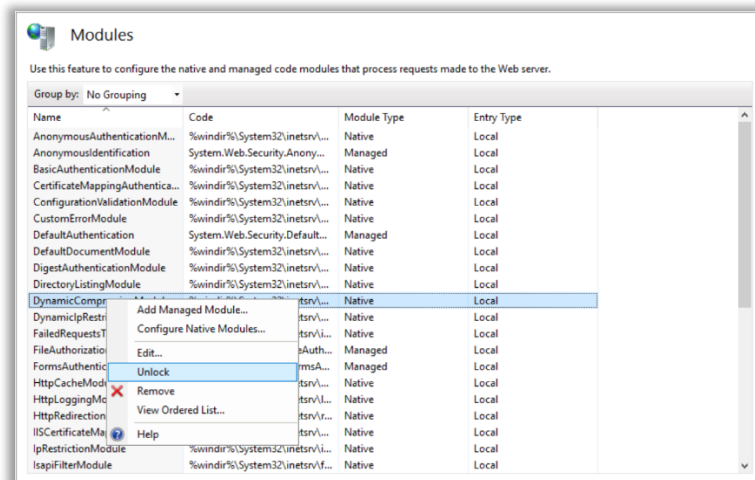
Chapter 3 Resolution

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"

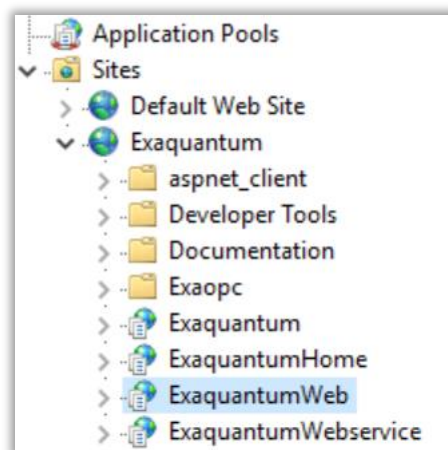


3. Right click on DynamicCompressionModule and choose "Unlock"

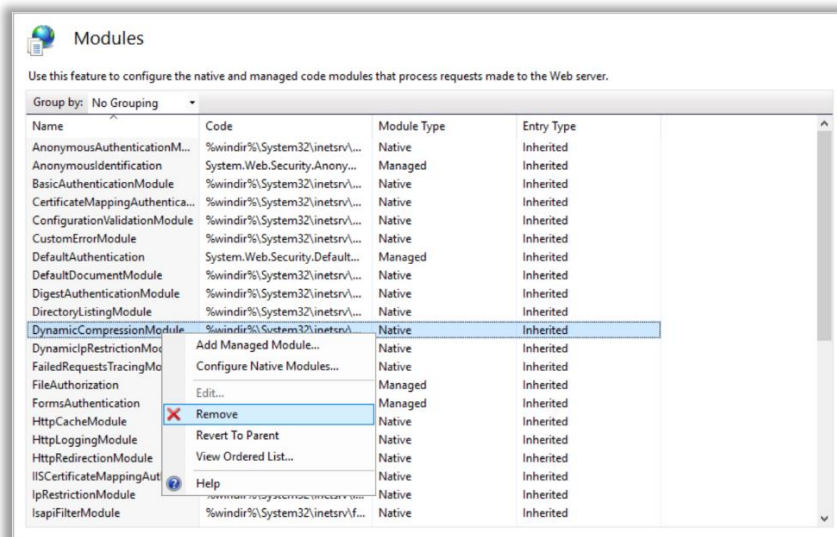


4. Right click on StaticCompressionModule and choose "Unlock"

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