



HealthMonitor 5.0 Help

ASP.NET extensions are missing in IIS

Symptom:

When you first open the HealthMonitor Web Interface, your browser reports a 404 error – file not found:

The screenshot shows a Microsoft Internet Explorer browser window. The title bar reads "The page cannot be found - Microsoft Internet Explorer". The address bar contains "http://localhost/HMWeb/Wizard/Default.aspx". The main content area displays the following error message:

The page cannot be found

The page you are looking for might have been removed, had its name changed, or is temporarily unavailable.

Please try the following:

- Make sure that the Web site address displayed in the address bar of your browser is spelled and formatted correctly.
- If you reached this page by clicking a link, contact the Web site administrator to alert them that the link is incorrectly formatted.
- Click the [Back](#) button to try another link.

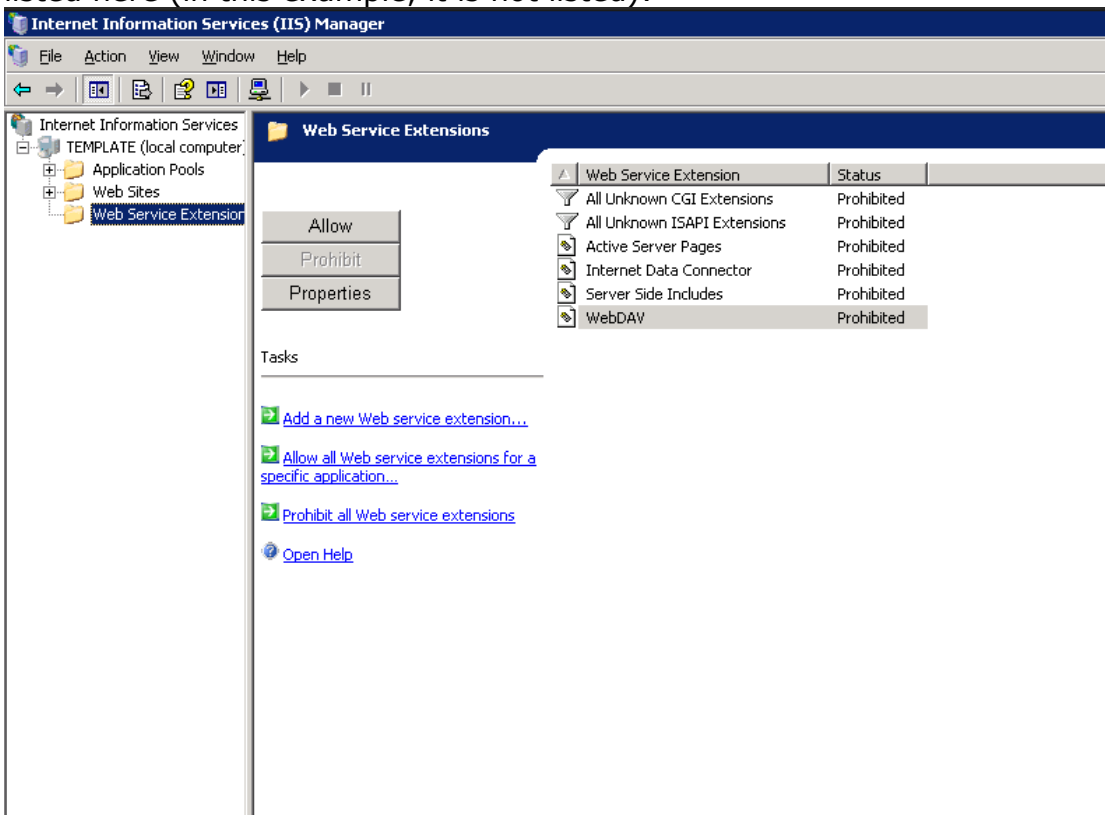
HTTP Error 404 - File or directory not found.
Internet Information Services (IIS)

Technical Information (for support personnel)

- Go to [Microsoft Product Support Services](#) and perform a title search for the words **HTTP** and **404**.
- Open **IIS Help**, which is accessible in IIS Manager (inetmgr), and search for topics titled **Web Site Setup**, **Common Administrative Tasks**, and **About Custom Error Messages**.

Solution:

You can check that ASP.NET extensions are installed in IIS. Please open IIS Manager and reach the "Web Service Extensions" section: "ASP.NET v2.0.50727" should be listed here (in this example, it is not listed):



If "ASP.NET v2.0.50727" is not installed, you can install it by issuing the command "aspnet_regiis.exe -i -enable" at the command prompt:

```
Command Prompt
C:\>cd WINDOWS
C:\WINDOWS>cd Microsoft.NET
C:\WINDOWS\Microsoft.NET>cd Framework
C:\WINDOWS\Microsoft.NET\Framework>cd v2.0.50727
C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727>aspnet_regiis.exe -i -enable
Start installing ASP.NET (2.0.50727).
Finished installing ASP.NET (2.0.50727).
C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727>_
```