



## Troubleshooting Guide

### **When I run Tracker the login boxes do not appear!**

The most likely cause of this problem is that .NET has not been registered with IIS. This will often happen if IIS was installed after .NET. To resolve this issue simply run the IIS registration program:

```
[Start] > [Run] > type: -  
C:\WINDOWS\Microsoft.NET\Framework\v1.1.4322\aspnet_regiis.exe -i  
> [OK]
```

Replace "C:\WINDOWS" with the location of your Windows directory. If you do not have the directory v1.1.4322 then you do not have the correct version of Microsoft's .NET installed.

### **How can I check if ASPX is installed correctly?**

This can simply be done by coding a very simple ASPX script, saving it in your servers root directory and navigating to it via any web browser.

Open Notepad (or other text editor) and enter the following code:

```
<%@ Page Language="VB" %>  
<%  
HelloWorld.Text = "Hello World!"  
%>  
  
<html>  
<head>  
<title>ASP.NET Hello World</title>  
</head>  
<body bgcolor="#FFFFFF">  
  
<p><asp:label id="HelloWorld" runat="server" /></p>  
  
</body>  
</html>
```

Save this file as "test.aspx" to your IIS directory (i.e. C:\inetpub\wwwroot\). Now open your favourite web browser and navigate to this page (i.e. <http://localhost/test.aspx>).

If you see the text "Hello World!" your server is correctly configured to run ASPX pages.

### **I have version 2.0 of Microsoft's .NET installed but Tracker is not working properly!**

Please see our support site for .NET 2 Version of Tracker

<http://support.symbiant.co.uk/>

Section

**Tracker General**

**For other support issues please visit our support site <http://support.symbiant.co.uk/>**