

**Incorrect configuration of Microsoft Internet Information Services (IIS) can cause ViewWatch™ errors. This document describes common IIS configuration problems and how to correct them.**

Microsoft Internet Information Services (IIS) is the web server software that runs on Microsoft Windows servers. Since ViewWatch™ is a web-based application, incorrect configuration of IIS can cause ViewWatch errors.

ViewWatch is designed to run correctly with the IIS default configuration settings. These are the settings that are in effect after an initial installation of IIS. However, if some of these settings have been changed, ViewWatch may not run correctly.

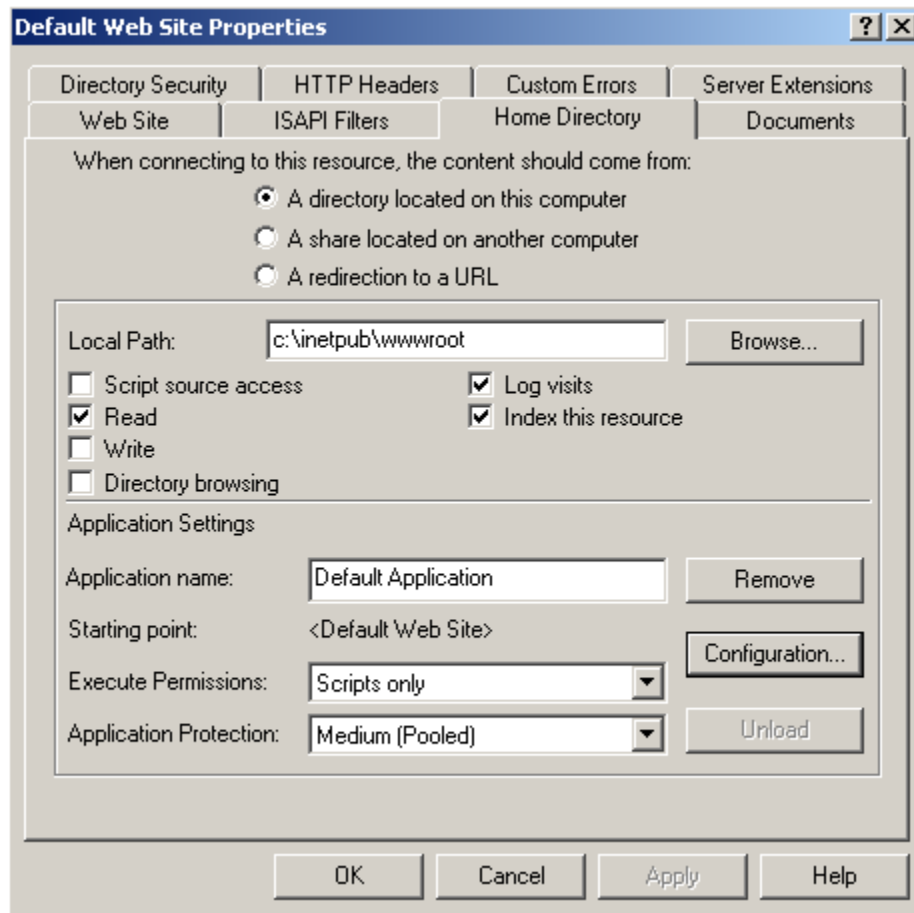
To view or change IIS configuration settings, start the IIS applet. This applet is typically started by opening Control Panel, then Administrative Tools, then Internet Information Services. In the left navigation pane, open the local computer, then Web Sites, then **Default Web Site**. Right-click **Default Web Site**, then click Properties in the context menu to open the Default Web Site properties page.

Click the **Web Site** tab. The default settings on this page are shown below. Make sure that the IP Address is set to “(All Unassigned)” or to the correct IP address of the server. Make sure that the TCP Port is set to 80 (unless an alternate port is explicitly used in the URL when launching the ViewWatch logon screen).

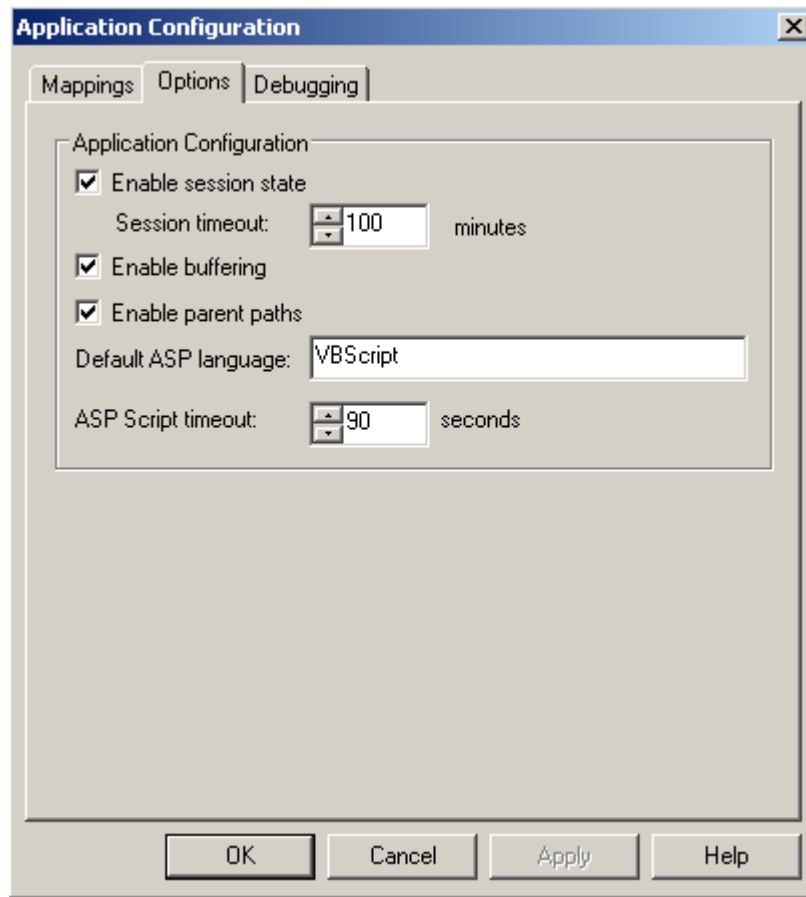
The image shows a Windows-style dialog box titled "Default Web Site Properties". It has a blue title bar with a question mark and a close button. The dialog is divided into several tabs: "Directory Security", "HTTP Headers", "Custom Errors", "Server Extensions", "Web Site", "ISAPI Filters", "Home Directory", and "Documents". The "Web Site" tab is selected. The "Web Site Identification" section contains a "Description" field with "Default Web Site", an "IP Address" dropdown menu set to "(All Unassigned)", and an "Advanced..." button. Below these are "TCP Port" (set to 80) and "SSL Port" (empty) fields. The "Connections" section has a "Connection Timeout" of 900 seconds and a checked checkbox for "HTTP Keep-Alives Enabled". The "Enable Logging" section is also checked, with an "Active log format" dropdown set to "W3C Extended Log File Format" and a "Properties..." button. At the bottom are "OK", "Cancel", "Apply", and "Help" buttons.

Tab	Value
Description	Default Web Site
IP Address	(All Unassigned)
TCP Port	80
SSL Port	
Connection Timeout	900 seconds
HTTP Keep-Alives Enabled	<input checked="" type="checkbox"/>
Enable Logging	<input checked="" type="checkbox"/>
Active log format	W3C Extended Log File Format

Click the **Home Directory** tab. The default settings on this page are shown below. Make sure that the radio button labeled **A directory located on this computer** is selected and that the local path is “C:\inetpub\wwwroot”, unless you are explicitly using an alternate web root. If you are explicitly using an alternate web root, make sure that the e-Watch HTML folder named “ewatch” was installed as a sub-folder under the alternate web root. Make sure that the checkbox labelled **Read** is checked. Make sure that there is an Application (by default named “Default Application”) with the **Starting Point** set to **<Default Web Site>**, **Execute Permissions** set to **Scripts Only**, and **Application Protection** set to **Medium**.



Click the **Configuration** button in the **Application Settings** section of the **Home Directory** tab to open the **Application Configuration** page. Click the **Options** tab. The default settings on this page are shown below. Make sure that all three checkboxes are checked.



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