

## Matrix Technical Support Mailer-8

### Common Troubleshooting Tips

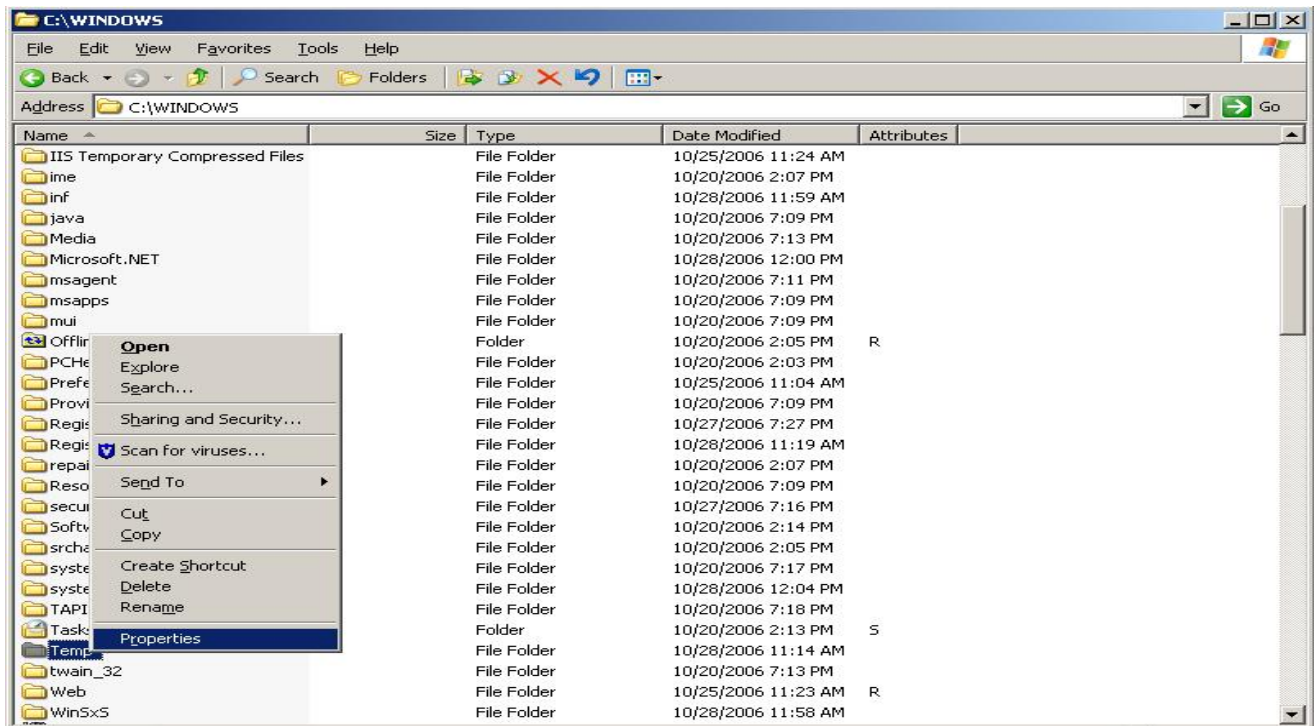
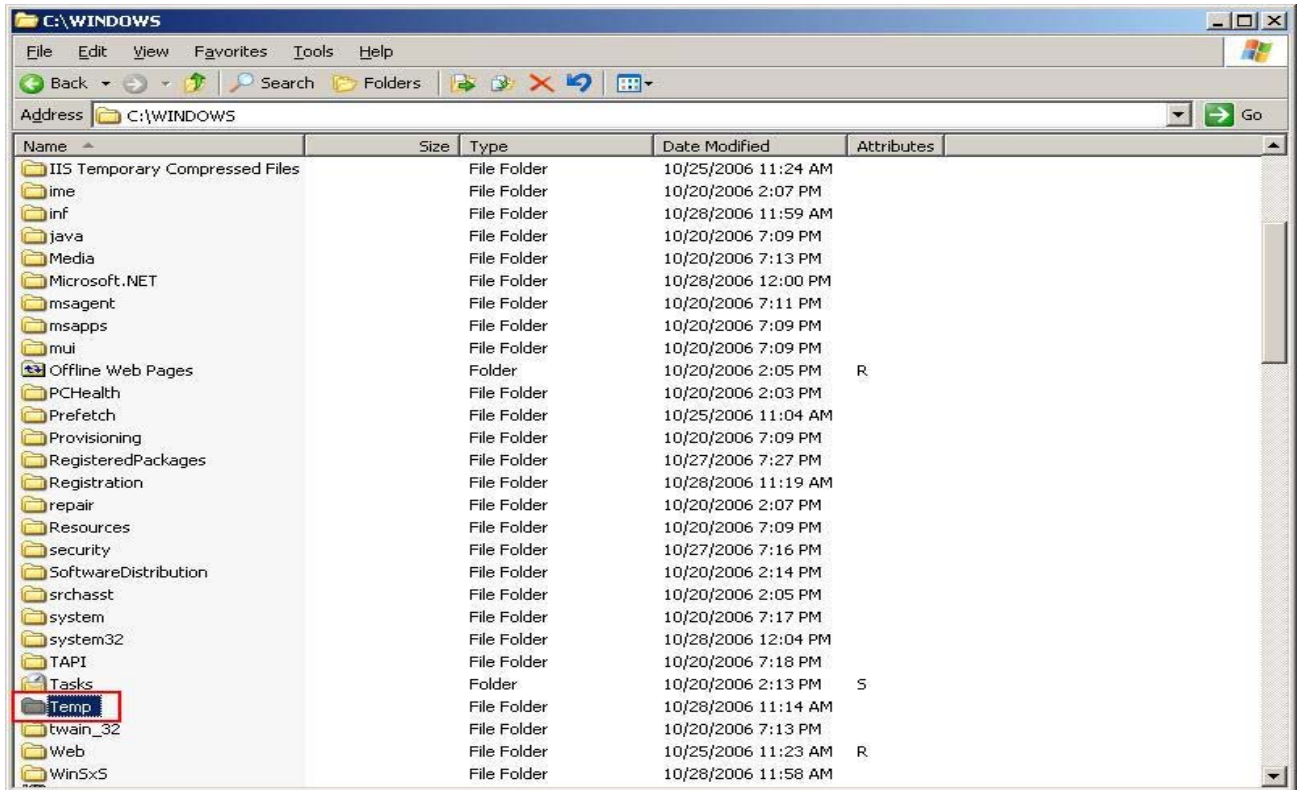
Dear Friends,

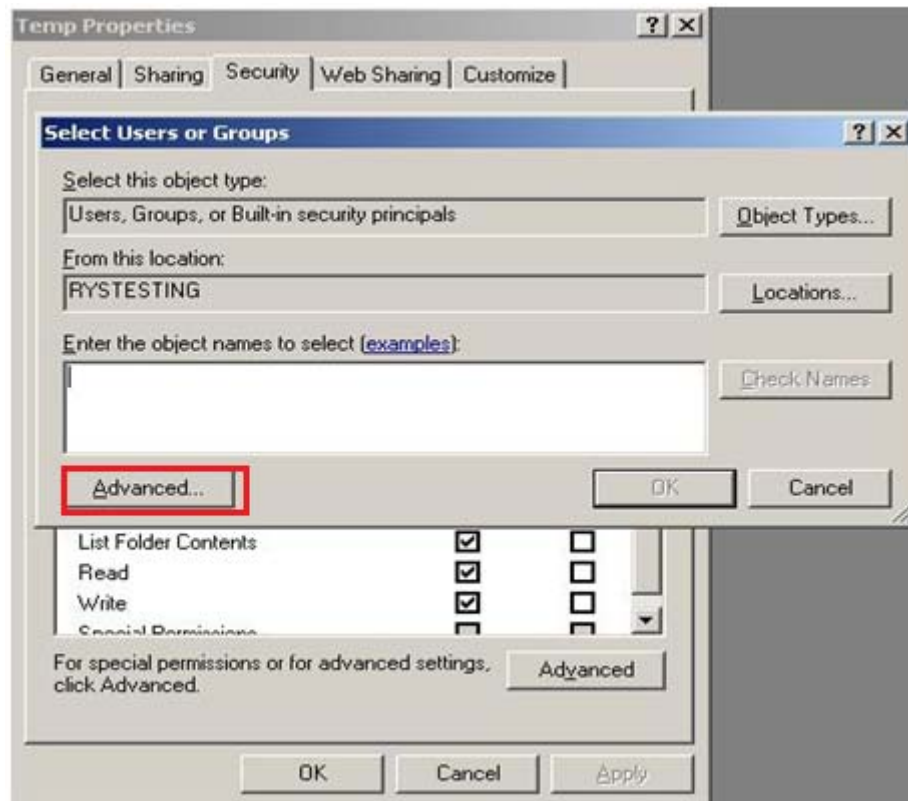
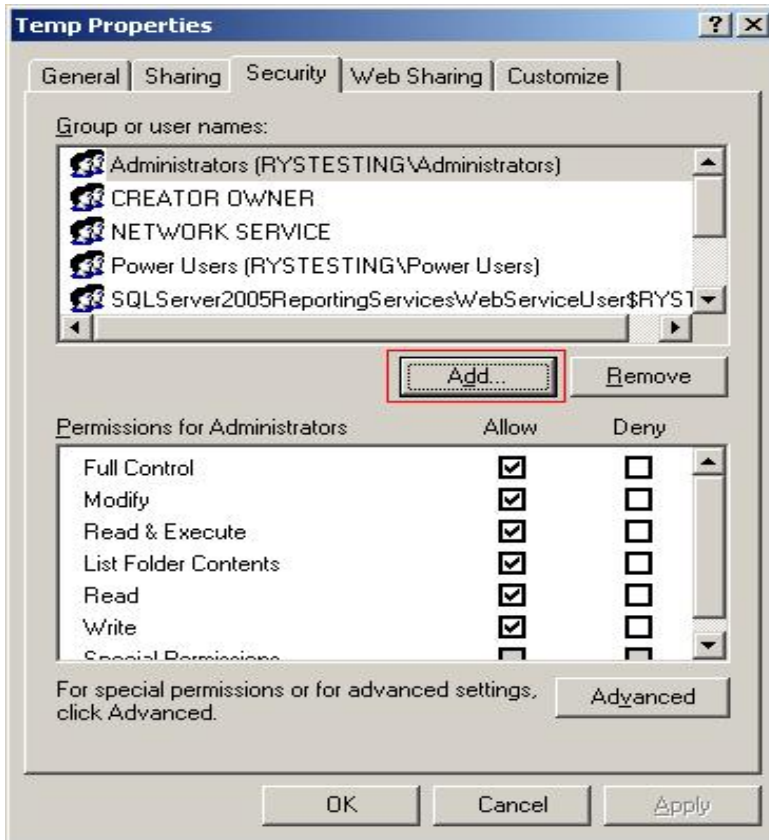
This technical mailer will help you in diagnosing common errors which comes in the COSEC Time Attendance & Access Control software.

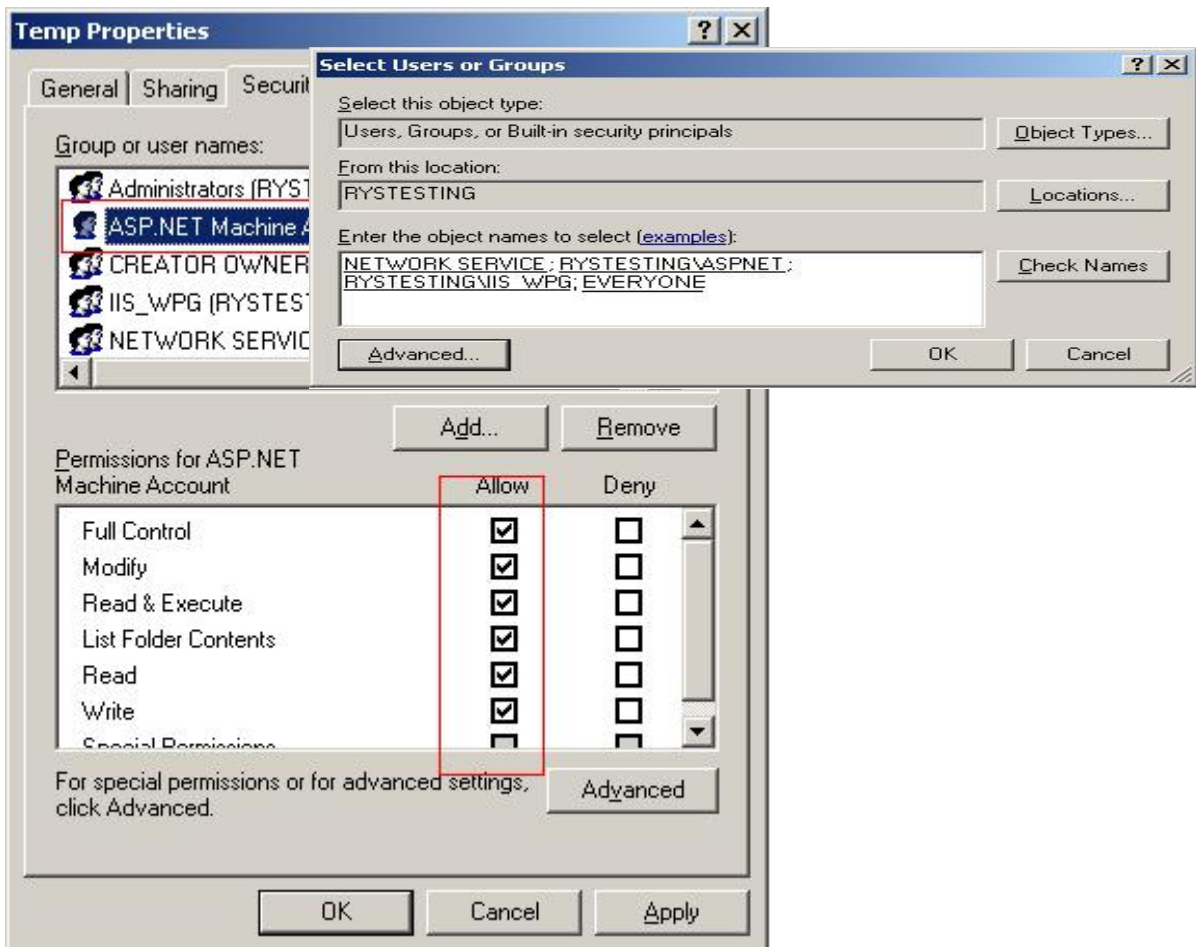
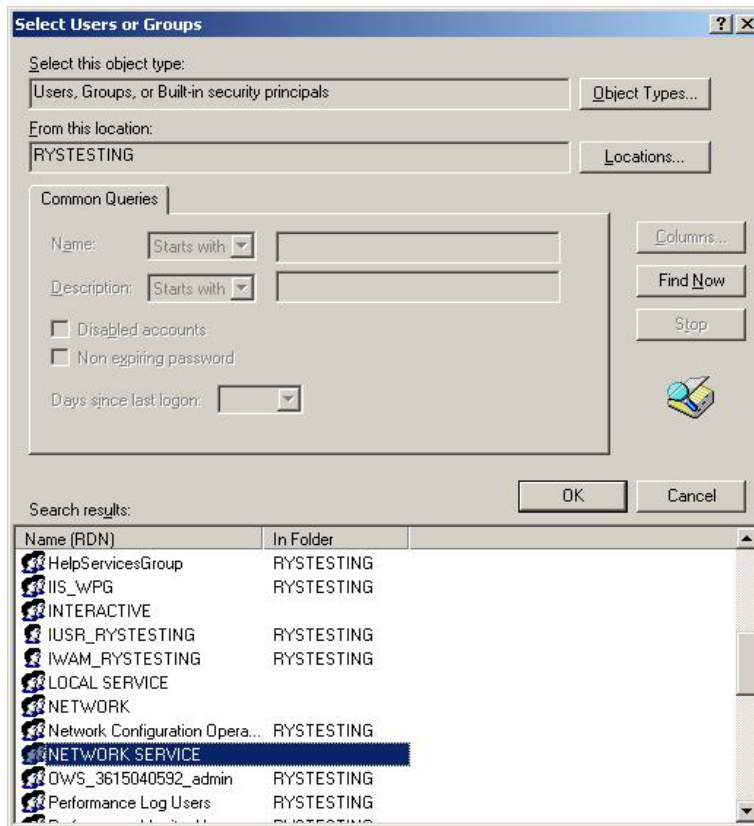
1) When we open the web page it shows:

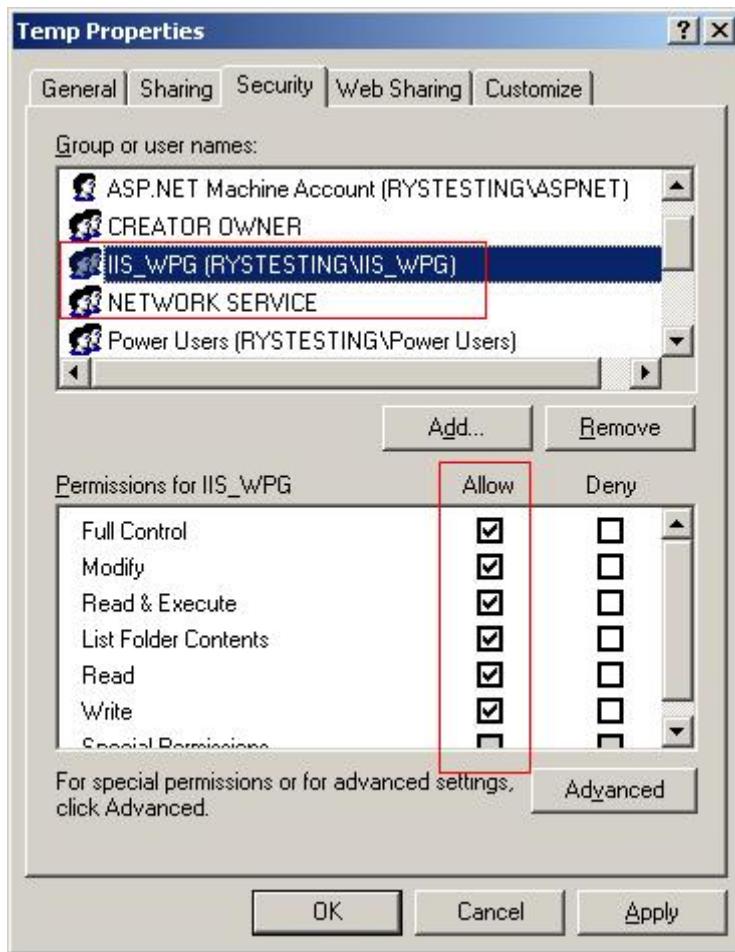
**Compilation Error \Application**

**Solution:** Give Full Rights C:\Windows\Temp folder. The cause of the problem is that Microsoft.NET is not able to write files in the Temp folder so we need to give full rights to this folder. Following screenshots shows how to give full rights to the temp folder.









2) Reports are not shown on the Remote PC.

**Solution:** Always use Internet Explorer 6 or higher because other browsers might not support Crystal Report.

3) Events are not coming from the door to the software even though the monitor is showing the events.

**Solution:** Check the firmware on the door. If the software version and the door's firmware version are not same then this thing will occur. So you just upgrade the firmware of the Door

Device either from COSEC Utility or from the COSEC Monitor. Always make sure that the Door's firmware version and Software version are same.

- 4) Some pages on the Web application are not displaying properly. For example User configuration page is not showing the General, Contact etc. tabs.

**Solution:** Check the date of the PC, if it is not the current date then this problem will occur. So make sure that the date of the Server/PC should be current date.

- 5) Database is not being restored from the Web Application.

**Solution:** Give the full right to the folder containing Database backup file (i.e. By default C:\\*.bak) and close the COSEC Monitor and COSEC Alert Services, and then restore the database backup.

- 6) Mail alert is not getting sent on the Gmail Server configuration in the COSEC alert services on the events but test mail can be sent successfully.

**Solution:** Make sure that the PC's date should be same as the current date.

- 7) When we open <http://localhost/cosec> it shows "Application Product Does not match with Product variant".

**Solution:** Restart the PC. This will occur when you change the dongle for ex. PE to GE.

8) Events are not sent to the Door device from the COSEC Monitor like when you change some parameter on the Door Configuration Page.

**Solution:** Check the Firewall setting and if it is enable then disable it and then try because Firewall can block the port on which the events are sent.

9) COSEC Web page (Error: HTTP 404 Not Found) is not opening and IIS service is not starting.

**Solution:** Make sure that the port 80 is open and if you are using Skype or team viewer then they might use port 80 so stop that service and then try.

10) COSEC web setup is not being installed and the message comes as “The installer was interrupted before it could process”.

**Solution:** Register ASP.NET with the IIS. Following screen shots shows how to register ASP.NET with IIS. In windows 7 or Vista open the Command Prompt as an Administrator and then

register.

```
C:\WINDOWS\system32\cmd.exe
[-pril] Include private keys.
[-csp provider] Csp Provider to use.

-pa container account
Add access for the account to the container. Arguments:
[-pkul] User container instead of machine container.
[-csp provider] Csp Provider to use.
[-full] Add full access (default is Read access).

-pr container account
Remove access for the account from the container.
Arguments:
[-pkul] User container instead of machine container.
[-csp provider] Csp Provider to use.

-- CONFIGURATION REMOTE ACCESS OPTIONS --

-config+
Enable remote access of configuration.

-config-
Disable remote access of configuration.

C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727>
```

```
C:\WINDOWS\system32\cmd.exe
[-csp provider] Csp Provider to use.

-pa container account
Add access for the account to the container. Arguments:
[-pkul] User container instead of machine container.
[-csp provider] Csp Provider to use.
[-full] Add full access (default is Read access).

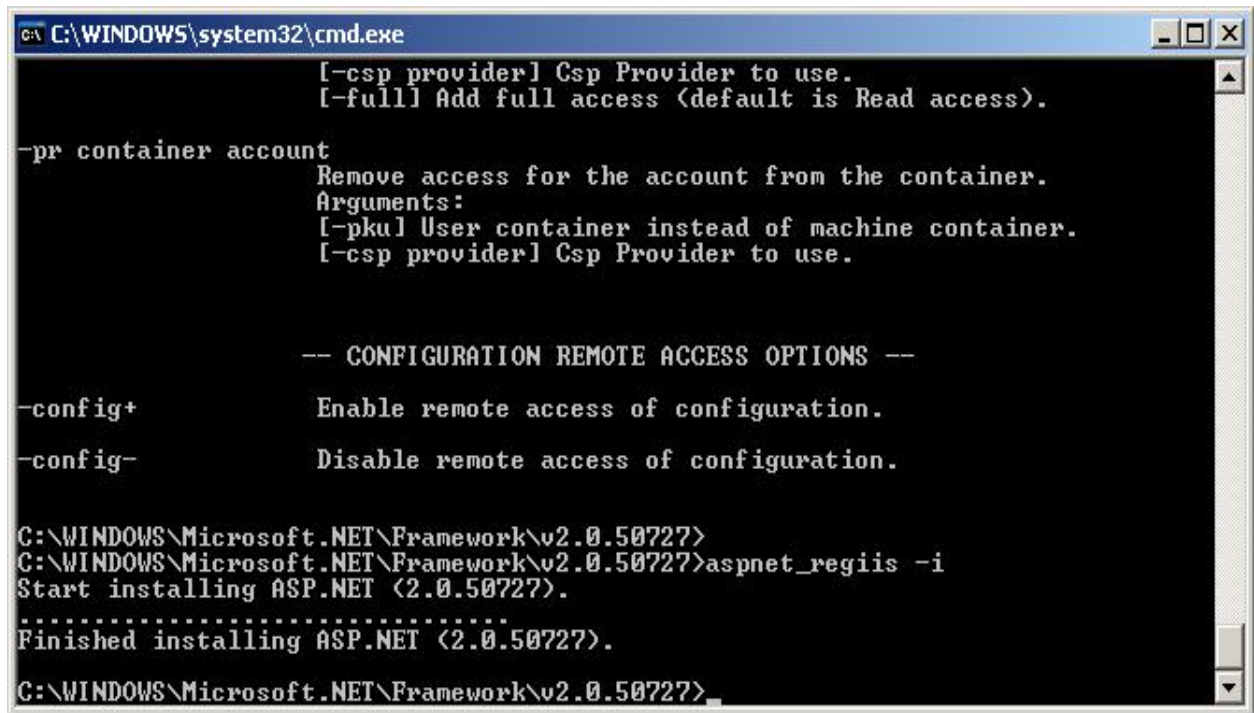
-pr container account
Remove access for the account from the container.
Arguments:
[-pkul] User container instead of machine container.
[-csp provider] Csp Provider to use.

-- CONFIGURATION REMOTE ACCESS OPTIONS --

-config+
Enable remote access of configuration.

-config-
Disable remote access of configuration.

C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727>
C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727>aspnet_regiis -i
```



```
C:\WINDOWS\system32\cmd.exe
[-csp provider] Csp Provider to use.
[-full] Add full access (default is Read access).

-pr container account
    Remove access for the account from the container.
    Arguments:
    [-pku] User container instead of machine container.
    [-csp provider] Csp Provider to use.

-- CONFIGURATION REMOTE ACCESS OPTIONS --

-config+
    Enable remote access of configuration.

-config-
    Disable remote access of configuration.

C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727>
C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727>aspnet_regiis -i
Start installing ASP.NET (2.0.50727).
.....
Finished installing ASP.NET (2.0.50727).
C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727>
```

11) Following error appears while installing the COSEC Application on windows server 2008.

**Solution:** Delete two files as shown in below figures.

**Path:** C:\inetpub\wwwroot\COSEC\bin\

**Files:** 1. Microsoft.SqlServer.BatchParser.dll  
2. Microsoft.SqlServer.Replication.dll

The specified module could not be found. (Exception from HRESULT: 0x8007007E)

Server Error in '/COSEC' Application.

*The specified module could not be found. (Exception from HRESULT: 0x8007007E)*

**Description:** An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

**Exception Details:** System.IO.FileNotFoundException: The specified module could not be found. (Exception from HRESULT: 0x8007007E)

**Source Error:**

An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below.

**Stack Trace:**

```
[FileNotFoundException: The specified module could not be found. (Exception from HRESULT: 0x8007007E)]
System.Reflection.Assembly._nLoad(AssemblyName fileName, String codeBase, Evidence assemblySecurity, Assembly locationHint, StackCrawlMark& stackMark, Boolean throwOnFileNotFound, Boolean System.Reflection.Assembly.InternalLoad(AssemblyName assemblyRef, Evidence assemblySecurity, StackCrawlMark& stackMark, Boolean forIntrospection) +416
System.Reflection.Assembly.InternalLoad(String assemblyString, Evidence assemblySecurity, StackCrawlMark& stackMark, Boolean forIntrospection) +166
System.Reflection.Assembly.Load(String assemblyString) +35
System.Web.Configuration.CompilationSection.LoadAssemblyHelper(String assemblyName, Boolean starDirective) +190

[ConfigurationErrorsException: The specified module could not be found. (Exception from HRESULT: 0x8007007E)]
System.Web.Configuration.CompilationSection.LoadAssemblyHelper(String assemblyName, Boolean starDirective) +11208088
System.Web.Configuration.CompilationSection.LoadAllAssembliesFromAppDomainBinDirectory() +388
System.Web.Configuration.CompilationSection.LoadAssembly(AssemblyInfo ai) +232
System.Web.Configuration.AssemblyInfo.get_AssemblyInternal() +48
System.Web.Compilation.BuildManager.GetReferencedAssemblies(CompilationSection compConfig) +210
System.Web.Compilation.WebDirectoryBatchCompiler..ctor(VirtualDirectory vdir, Boolean ignoreErrors) +191
System.Web.Compilation.BuildManager.BatchCompileWebDirectoryInternal(VirtualDirectory vdir, Boolean ignoreErrors) +54
System.Web.Compilation.BuildManager.CompileWebFile(VirtualPath virtualPath) +295
System.Web.Compilation.BuildManager.GetVirtualPathResultInternal(VirtualPath virtualPath, Boolean noBuild, Boolean allowCrossApp, Boolean allowBuildInPrecompile) +476
System.Web.Compilation.BuildManager.GetVirtualPathResultInternal(HttpContext context, VirtualPath virtualPath, Boolean noBuild, Boolean allowCrossApp, Boolean allowBuildInPrecompile) +
System.Web.Compilation.BuildManager.GetVirtualPathObjectFactory(VirtualPath virtualPath, HttpContext context, Boolean allowCrossApp, Boolean noAssert) +175
System.Web.Compilation.BuildManager.CreateInstanceFromVirtualPath(VirtualPath virtualPath, Type requiredBaseType, HttpContext context, Boolean allowCrossApp, Boolean noAssert) +52
System.Web.UI.PageHandlerFactory.GetHandlerHelper(HttpContext context, String requestType, VirtualPath virtualPath, String physicalPath) +50
```

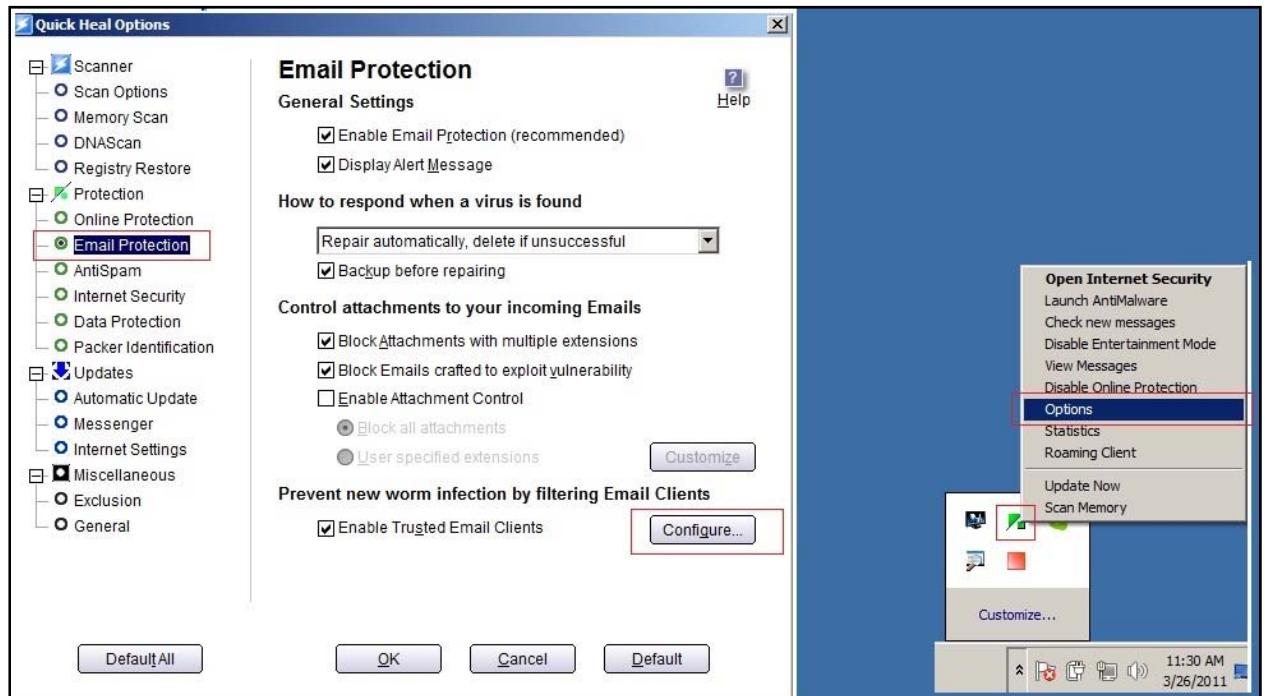
C:\inetpub\wwwroot\COSEC\bin

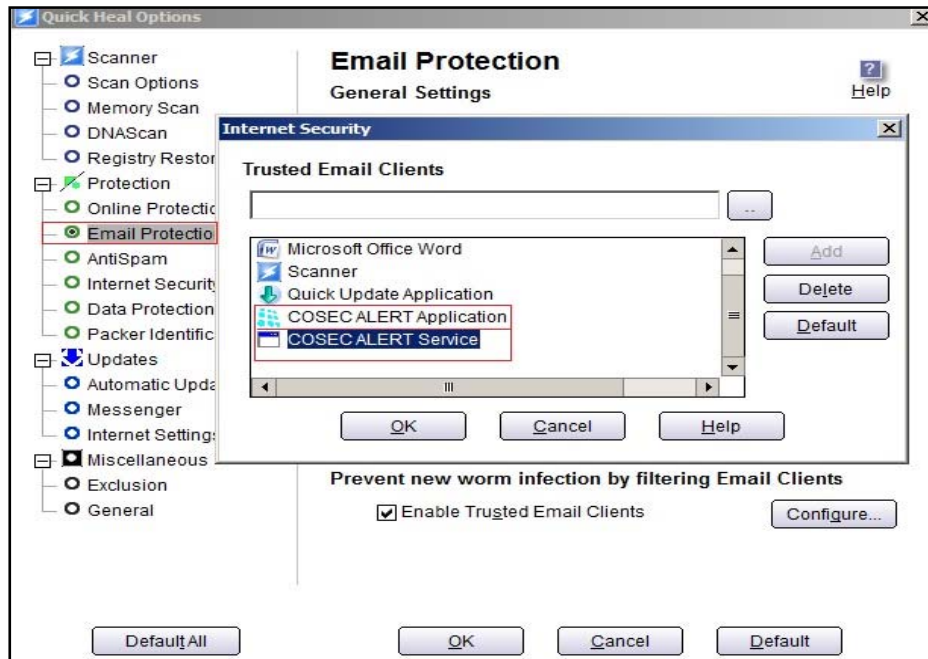
| Name                                      | Date modified      | Type                  | Size     |
|---|--------------------|-----------------------|----------|
| App_Web_jymki2hr.dll                      | 26-Apr-11 11:00 AM | Application extens... | 244 KB   |
| App_Web_mzbtvnbtd.dll                     | 26-Apr-11 11:00 AM | Application extens... | 264 KB   |
| App_Web_nhdLctvq.dll                      | 26-Apr-11 11:00 AM | Application extens... | 116 KB   |
| App_Web_vv44agrv.dll                      | 26-Apr-11 11:00 AM | Application extens... | 272 KB   |
| App_WebReferences.compiled                | 26-Apr-11 11:00 AM | COMPILED File         | 1 KB     |
| App_WebReferences.dll                     | 26-Apr-11 11:00 AM | Application extens... | 6 KB     |
| clsMSLibrary.dll                          | 26-Apr-11 11:03 AM | Application extens... | 61 KB    |
| COSEC_Business.dll                        | 26-Apr-11 11:03 AM | Application extens... | 881 KB   |
| COSEC_Data.dll                            | 26-Apr-11 11:03 AM | Application extens... | 317 KB   |
| COSEC_Enum.dll                            | 26-Apr-11 11:03 AM | Application extens... | 126 KB   |
| COSEC_General.dll                         | 26-Apr-11 11:03 AM | Application extens... | 22 KB    |
| COSEC_Interface.dll                       | 26-Apr-11 11:03 AM | Application extens... | 125 KB   |
| COSEC_Reports.dll                         | 26-Apr-11 10:58 AM | Application extens... | 314 KB   |
| COSEC_Resources.dll                       | 26-Apr-11 11:03 AM | Application extens... | 118 KB   |
| Microsoft.SqlServer.BatchParser.dll       | 10-Feb-09 11:49 AM | Application extens... | 379 KB   |
| Microsoft.SqlServer.ConnectionInfo.dll    | 10-Feb-09 11:49 AM | Application extens... | 147 KB   |
| Microsoft.SqlServer.RegSvrEnum.dll        | 10-Feb-09 11:49 AM | Application extens... | 67 KB    |
| Microsoft.SqlServer.Replication.dll       | 10-Feb-09 11:51 AM | Application extens... | 1,571 KB |
| Microsoft.SqlServer.Rmo.dll               | 10-Feb-09 11:49 AM | Application extens... | 543 KB   |
| Microsoft.SqlServer.ServiceBrokerEnum.dll | 10-Feb-09 11:49 AM | Application extens... | 39 KB    |
| Microsoft.SqlServer.Smo.dll               | 10-Feb-09 11:49 AM | Application extens... | 1,523 KB |
| Microsoft.SqlServer.SmoEnum.dll           | 10-Feb-09 11:49 AM | Application extens... | 219 KB   |
| Microsoft.SqlServer.SqlEnum.dll           | 10-Feb-09 11:49 AM | Application extens... | 875 KB   |
| Microsoft.SqlServer.WmiEnum.dll           | 10-Feb-09 11:49 AM | Application extens... | 43 KB    |
| Schedule2.dll                             | 09-Apr-11 11:48 AM | Application extens... | 107 KB   |
| Schedule2.xml                             | 09-Apr-11 11:48 AM | XML Document          | 56 KB    |
| SDX.dll                                   | 22-Jan-09 02:45 PM | Application extens... | 132 KB   |
| Suprema.UFMatcher.dll                     | 17-Dec-08 01:19 PM | Application extens... | 20 KB    |
| Suprema.UFSanner.dll                      | 17-Dec-08 01:17 PM | Application extens... | 28 KB    |

12) Many times it is observed that Email Alert is not working (Application is not able to send Email ) particullary in the PC where Quick Heal Antivirus is running.

**Solution:** The following screen shot guide you to resolve the issue.

1. Check the two components COSEC Alert Application and Service should be in Trusted Email Clients.
2. If not there then add these components in the list of trusted Email Clients.





Thanks & Regards,

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