
Data Dynamics - InsightNet *InsightNet Microsoft Update Guide*

PLEASE BROWSE TO <http://www.ddyn.com/> FOR ADDITIONAL TECHNICAL SUPPORT

There are two main rendering issues, as depicted in the screen grabs below, that affect **InsightNet**. Both of these may be resolved by applying the latest Microsoft updates to the host operating system.

It is important that all the latest Microsoft updates have been applied to your server or personal computer before running the **InsightNet** application. Microsoft continuously releases hotfixes, patches and updates to resolve errors that are present in their operating system and components. Some of these errors prevent our application from rendering correctly, and thus it is necessary to allow Microsoft to fix their mistakes by applying the latest updates. This can be achieved through the '**Windows Updates**' service, accessible through the '**Control Panel**'.

The following Microsoft updates are known to resolve errors that affect the operation of our **InsightNet** application:

A hotfix for IIS7 and 7.5 that resolves handler issues.

<http://support.microsoft.com/kb/980368>

An update to the .Net 4 framework.

<http://support.microsoft.com/kb/2836939/en-us>

NB: It is imperative that the server/pc is restarted once all updates are applied to affect their changes on the operating system and its components.

You might see the following error message once the updates have been applied when executing Insight Intranet:

HTTP Error 500.21 - Internal Server Error

This generally indicates that the Microsoft .NET Framework 4.0 configuration for ASP.NET is damaged or the ASP.net installation was not registered correctly.

Please complete the following steps to remedy:

1. Browse to this location to retrieve the correct version of your .Net 4 framework

C:\Windows\Microsoft.NET\Framework\v4.0.30319

2. Execute the following command through the command prompt or the RUN dialog to re-register ASP.NET, replacing '**v4.0.30319**' with the version of the .net framework verified earlier.

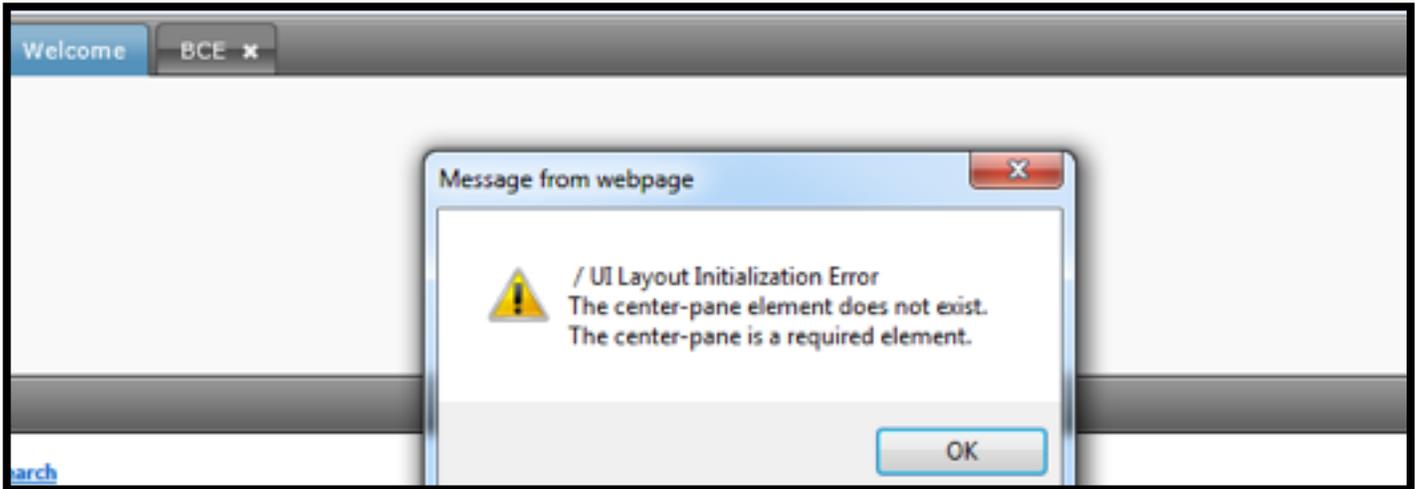
%windir%\Microsoft.NET\Framework\v4.0.30319\aspnet_regiis.exe -i

3. Alternatively browse to the following URL for more information:

<http://msdn.microsoft.com/en-us/library/hh168535%28v=nav.71%29.aspx>

These are some of the symptoms:

EXAMPLE 1:



EXAMPLE 2:

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