

KB-0081-HTTP 500 Error at Launch Web Application

GENERAL

Distribution	OEM/Partner/Distributor	Installer	Customer
	YES	YES	YES
Last Update	05-05-2009		
Product	WebCCTV, GuardNVR/DVR		
Version	3.9.2.0 or higher		

DESCRIPTION

In rare cases an error page is shown with the message “**500 Internal Server Error**”.

One of the possible reasons for this may be a failed installation/registration of ASP filters (Example aspTxn.dll). This is caused by the Distributed Transaction Coordinator service which was not started during the IIS installation.

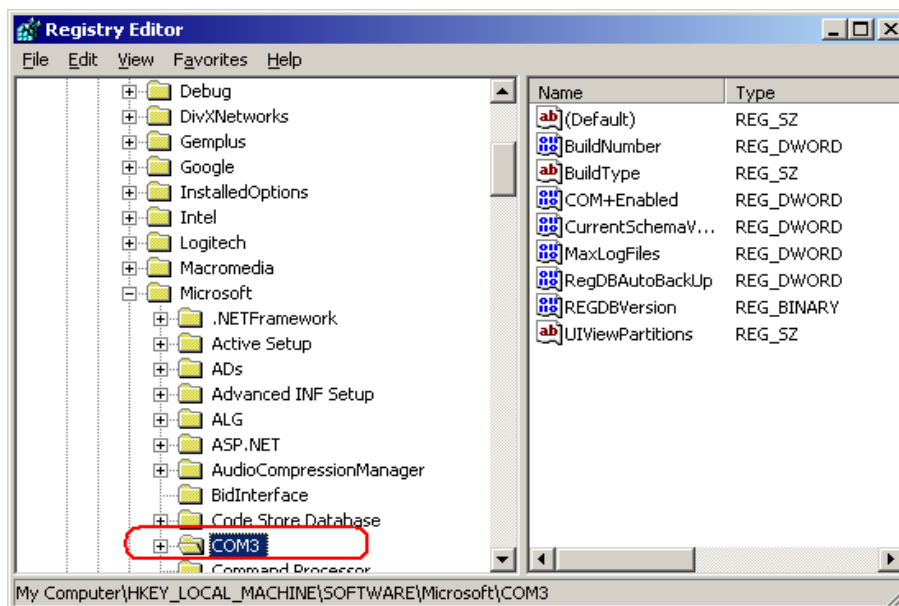
SOLUTION

Please execute the steps below:

- **Stop** Video Server.
- Apply the following Microsoft article (<http://support.microsoft.com/?id=301919>):

1. Open **registry editor**, locate the following key and **delete** it:

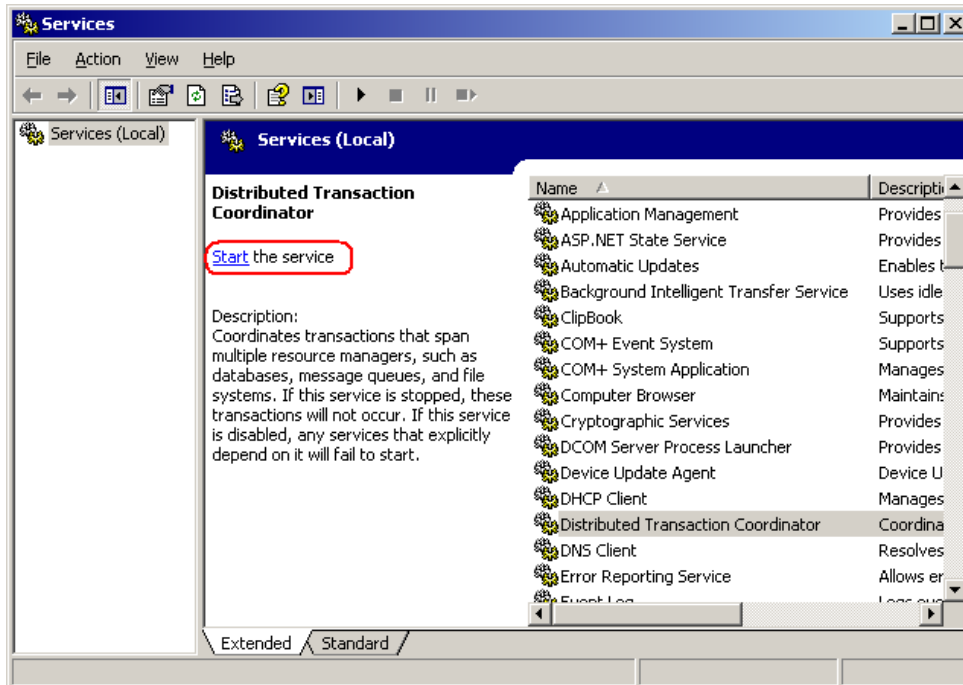
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\COM3



2. From the **Start** menu, point to **Settings**, click **Control Panel**, and then click **Add/Remove Programs**.
3. Click **Add/Remove Windows Components**.

4. Proceed through the wizard, and accept all of the defaults.
5. **Restart** the computer.

- Go to **Start → Administrative Tools → Services**. Search **Distributed Transaction coordinator service** and **start** it:



- Go to **Start → Run... → cmd** and specify the following commands:

```
CD c:\windows\system32\inetsrv
msdtc -resetlog
rundll32 wamreg.dll, CreateIISPackage
regsvr32 asp32.dll
IISRESET
```

- **Start Video Server**