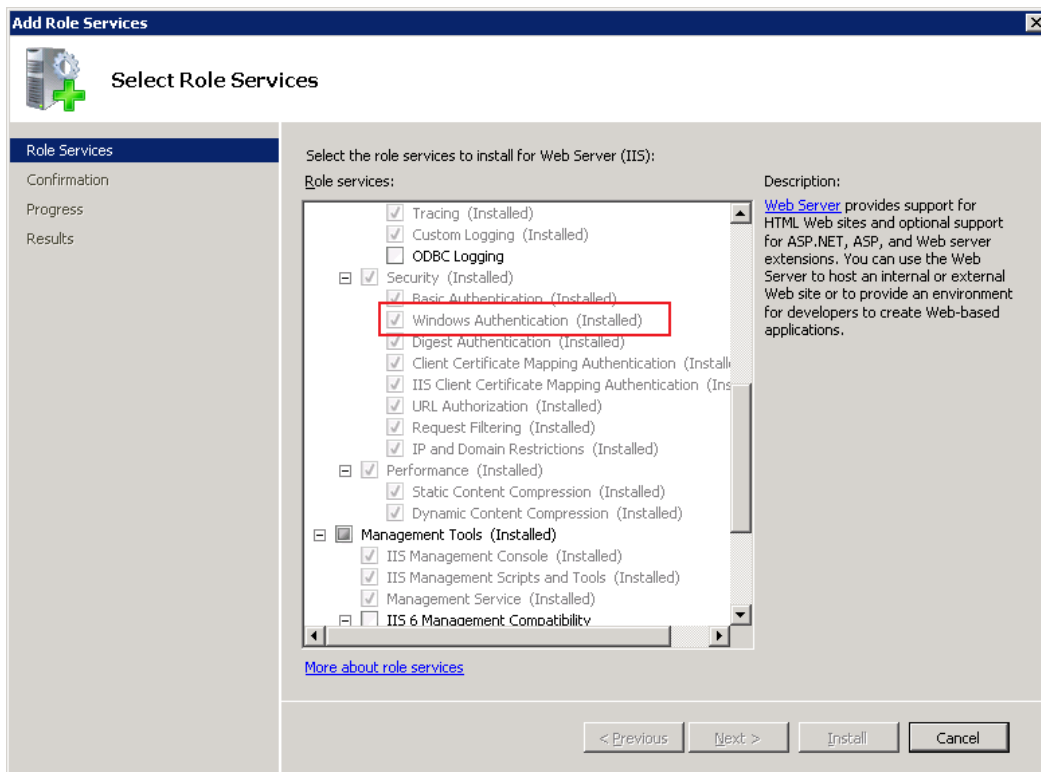


A root cause to the 401 error that is being received from the NotificationServer (see error text at end of document) on Aras Innovator servers running Windows Vista, Windows 7, Windows Server 2008, and Windows Server 2008 R2 is due to the default installation settings of IIS. The Windows Authentication security role service is not installed by default on these new versions of Windows (IIS7 or higher)

After adding the "Windows Authentication" role service to IIS it will be necessary to uninstall your Aras Innovator installation and perform the install again so the proper settings for the web application are installed.

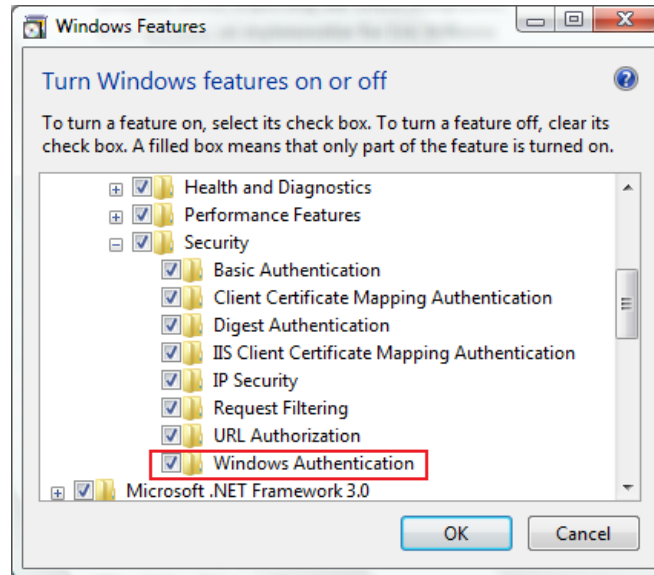
To resolve the 401 error on an installation where the Aras Innovator Server is Windows Server 2008 or Windows Server 2008 R2 please make the following modifications:

1. Open up Control Panel -> Administrative Tools -> Server Manager
2. Right click on Web Server (IIS) under the Roles on the TOC and select "Add Role services"
3. Install the "Windows Authentication" role service located under Security



To resolve the 401 error on an installation where the Aras Innovator Server is Windows Vista or Windows 7 please make the following modifications:

1. Open up Control Panel -> Programs and Features
2. Select "Turn Windows features on or off" under the Tasks menu
3. Install "Windows Authentication" under Internet Information Services -> World Wide Web Services -> Security



Another cause for this error is related to the language of the operating system you are running. If you are running a German Operating System or a French Operating System the Network Service account is translated. To resolve this issue you will need to modify the web.config file located in the \Innovator\Server folder of your Aras Innovator code tree. You will need to add the *NT-AUTORITÄT\NETZWERKDIENST* user to the <location> tag below for German Operating systems (highlighted in yellow), the *AUTORITE NT\SERVICE RÉSEAU* user to the <location> tag below for French Operating Systems (highlighted in green), and the *AUTORIDADE NT\Serviço de Rede* user to the <location> tag below for Portuguese Operating systems (highlighted in gray)

```
<location path="UserNotifications/Auth/NotificationServer.aspx"
allowOverride="false">
  <system.web>
    <authorization>
      <allow users=".\\ASPNET" />
      <allow users="NT AUTHORITY\NETWORK SERVICE" />
      <allow users="NT-AUTORITÄT\NETZWERKDIENST" />
      <allow users="AUTORITE NT\SERVICE RÉSEAU" />
      <allow users="AUTORIDADE NT\Serviço de Rede" />
      <deny users="*" />
    </authorization>
  </system.web>
</location>
```

This error can also present itself in French operating systems as well. The Network Service account is translated to "AUTORITE NT\SERVICE RÉSEAU" in French.

The NotificationServer may also throw a HTTP 404 Error "Page not Found" if you are using a port that is not the default port 80 for your Aras Innovator Installation. A hotfix has been created to resolve this error for Aras Innovator 9.2.0. The hotfix can be found at the following link:

<http://www.aras.com/communityProjects/default.aspx?projectid=3A24A562E9104435A30787A4FD1F3564>

Please note that this Hotfix is only for the open release of Aras Innovator. The issue was resolved in the Aras Innovator 9.2.0 SP1 release.

401 Notification Server Error Text:

```
<html>
  <head>
    <title>The remote server returned an error: (401) Unauthorized.</title>
    <style>
      body {font-family:"Verdana";font-weight:normal;font-size: .7em;color:black;}
      p {font-family:"Verdana";font-weight:normal;color:black;margin-top: -5px}
      b {font-family:"Verdana";font-weight:bold;color:black;margin-top: -5px}
      H1 { font-family:"Verdana";font-weight:normal;font-size:18pt;color:red }
      H2 { font-family:"Verdana";font-weight:normal;font-size:14pt;color:maroon }
      pre {font-family:"Lucida Console";font-size: .9em}
      .marker {font-weight: bold; color: black;text-decoration: none;}
      .version {color: gray;}
      .error {margin-bottom: 10px;}
      .expandable { text-decoration:underline; font-weight:bold; color:navy; cursor:hand; }
    </style>
  </head>
  <body bgcolor="white">
    <span><H1>Server Error in '/InnovatorServer/NotificationServer' Application.<hr width=100% size=1
    color=silver></H1>
    <h2> <i>The remote server returned an error: (401) Unauthorized.</i> </h2></span>
    <font face="Arial, Helvetica, Geneva, SunSans-Regular, sans-serif ">
      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.Net.WebException: The remote server returned an error: (401) Unauthorized.

      Source Error:
      <table width=100% bgcolor="#ffffcc">
        <tr>
          <td>
            <code>
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.</code>
            </td>
          </tr>
        </table>
      Stack Trace:
      <table width=100% bgcolor="#ffffcc">
        <tr>
          <td>
            <code><pre>
[WebException: The remote server returned an error: (401) Unauthorized.]
  System.Net.HttpWebRequest.GetResponse() +1126
  Aras.Tools.ProxyHttpRequest.GetResponse() +20
  Aras.Tools.ProxyPageHandler.InitializeProxySession(BaseRetargetProvider initialize_session_provider) +94
  Aras.Tools.ProxyPageHandler.UserNotificationsHandler_Load(Object sender, EventArgs e) +308
  System.Web.UI.Control.OnLoad(EventArgs e) +132
  System.Web.UI.Control.LoadRecursive() +66
  System.Web.UI.Page.ProcessRequestMain(Boolean includeStagesBeforeAsyncPoint, Boolean
includeStagesAfterAsyncPoint) +2428
            </pre></code>
          </td>
        </tr>
      </table>
    </font>
  </body>
</html>
```

```

        </td>
      </tr>
    </table>
    <hr width=100% size=1 color=silver>
    Version Information: Microsoft .NET Framework Version:2.0.50727.4927; ASP.NET
    Version:2.0.50727.4927
  </font>
</body>
</html>

```

```

<!--

```

```

[WebException]: The remote server returned an error: (401) Unauthorized.
  at System.Net.HttpWebRequest.GetResponse()
  at Aras.Tools.ProxyHttpRequest.GetResponse()
  at Aras.Tools.ProxyPageHandler.InitializeProxySession(BaseRetargetProvider initialize_session_provider)
  at Aras.Tools.ProxyPageHandler.UserNotificationsHandler_Load(Object sender, EventArgs e)
  at System.Web.UI.Control.OnLoad(EventArgs e)
  at System.Web.UI.Control.LoadRecursive()
  at System.Web.UI.Page.ProcessRequestMain(Boolean includeStagesBeforeAsyncPoint, Boolean
includeStagesAfterAsyncPoint)
[HttpException]: Exception of type 'System.Web.HttpUnhandledException' was thrown.
  at System.Web.UI.Page.HandleError(Exception e)
  at System.Web.UI.Page.ProcessRequestMain(Boolean includeStagesBeforeAsyncPoint, Boolean
includeStagesAfterAsyncPoint)
  at System.Web.UI.Page.ProcessRequest(Boolean includeStagesBeforeAsyncPoint, Boolean
includeStagesAfterAsyncPoint)
  at System.Web.UI.Page.ProcessRequest()
  at System.Web.UI.Page.ProcessRequest(HttpContext context)
  at ASP.usernotifications_proxy.aspx.ProcessRequest(HttpContext context) in
c:\Windows\Microsoft.NET\Framework64\v2.0.50727\Temporary ASP.NET
Files\innovatorserver_notificationserver\39d69598\6209b3ae\App_Web_s4iycseb.0.cs:line 0
  at System.Web.HttpApplication.CallHandlerExecutionStep.System.Web.HttpApplication.IExecutionStep.Execute()
  at System.Web.HttpApplication.ExecuteStep(IExecutionStep step, Boolean& completedSynchronously)
--><!--

```

This error page might contain sensitive information because ASP.NET is configured to show verbose error messages using `<customErrors mode="Off"/>`. Consider using `<customErrors mode="On"/>` or `<customErrors mode="RemoteOnly"/>` in production environments.-->

404 Notification Server Error Text:

```

<html>
  <head>
    <title>The resource cannot be found.</title>
    <style>
      body {font-family:"Verdana";font-weight:normal;font-size: .7em;color:black;}
      p {font-family:"Verdana";font-weight:normal;color:black;margin-top: -5px}
      b {font-family:"Verdana";font-weight:bold;color:black;margin-top: -5px}
      H1 { font-family:"Verdana";font-weight:normal;font-size:18pt;color:red }
      H2 { font-family:"Verdana";font-weight:normal;font-size:14pt;color:maroon }
      pre {font-family:"Lucida Console";font-size: .9em}
      .marker {font-weight: bold; color: black;text-decoration: none;}
      .version {color: gray;}
      .error {margin-bottom: 10px;}
      .expandable { text-decoration:underline; font-weight:bold; color:navy; cursor:hand; }
    </style>
  </head>

  <body bgcolor="white">

    <span><H1>Server Error in '/InnovatorServer/NotificationServer' Application.<hr width=100%
size=1 color=silver></H1>

```

<h2> <i>The resource cannot be found.</i> </h2>

Description: HTTP 404. The resource you are looking for (or one of its dependencies) could have been removed, had its name changed, or is temporarily unavailable. Please review the following URL and make sure that it is spelled correctly.

Requested URL: /InnovatorServer/NotificationServer/UserNotifications/ProxyPage.aspx

<hr width=100% size=1 color=silver>

Version Information: Microsoft .NET Framework Version:2.0.50727.4200; ASP.NET Version:2.0.50727.4205

</body>

</html>

<!--

[HttpException]: The file '/InnovatorServer/NotificationServer/UserNotifications/ProxyPage.aspx' does not exist.

at System.Web.UI.Util.CheckVirtualFileExists(VirtualPath virtualPath)
at System.Web.Compilation.BuildManager.GetVPathBuildResultInternal(VirtualPath virtualPath, Boolean noBuild, Boolean allowCrossApp, Boolean allowBuildInPrecompile)
at System.Web.Compilation.BuildManager.GetVPathBuildResultWithNoAssert(HttpContext context, VirtualPath virtualPath, Boolean noBuild, Boolean allowCrossApp, Boolean allowBuildInPrecompile)
at System.Web.Compilation.BuildManager.GetVirtualPathObjectFactory(VirtualPath virtualPath, HttpContext context, Boolean allowCrossApp, Boolean noAssert)
at System.Web.Compilation.BuildManager.CreateInstanceFromVirtualPath(VirtualPath virtualPath, Type requiredBaseType, HttpContext context, Boolean allowCrossApp, Boolean noAssert)
at System.Web.UI.PageHandlerFactory.GetHandlerHelper(HttpContext context, String requestType, VirtualPath virtualPath, String physicalPath)
at System.Web.UI.PageHandlerFactory.GetHandler(HttpContext context, String requestType, String virtualPath, String path)
at
System.Web.HttpApplication.MaterializeHandlerExecutionStep.System.Web.HttpApplication.IExecutionStep.Execute()
at System.Web.HttpApplication.ExecuteStep(IExecutionStep step, Boolean& completedSynchronously)
-->