

KNOWLEDGE BASE ARTICLE

EVE WEB v6.2.3

To : EVE WEB server administrators
Subject : EVE WEB – How to resolve runtime error after using “Mission Path” functionality
Reference(s) :

1. Applicability

EVEWEB 6.2.3.

2. Problem definition

When trying to select the “Mission Path” functionality in the Map view, the following message should appear (Figure 1) and then any users trying to browse EVE WEB will have a runtime error (Figure 2).

Figure 1.

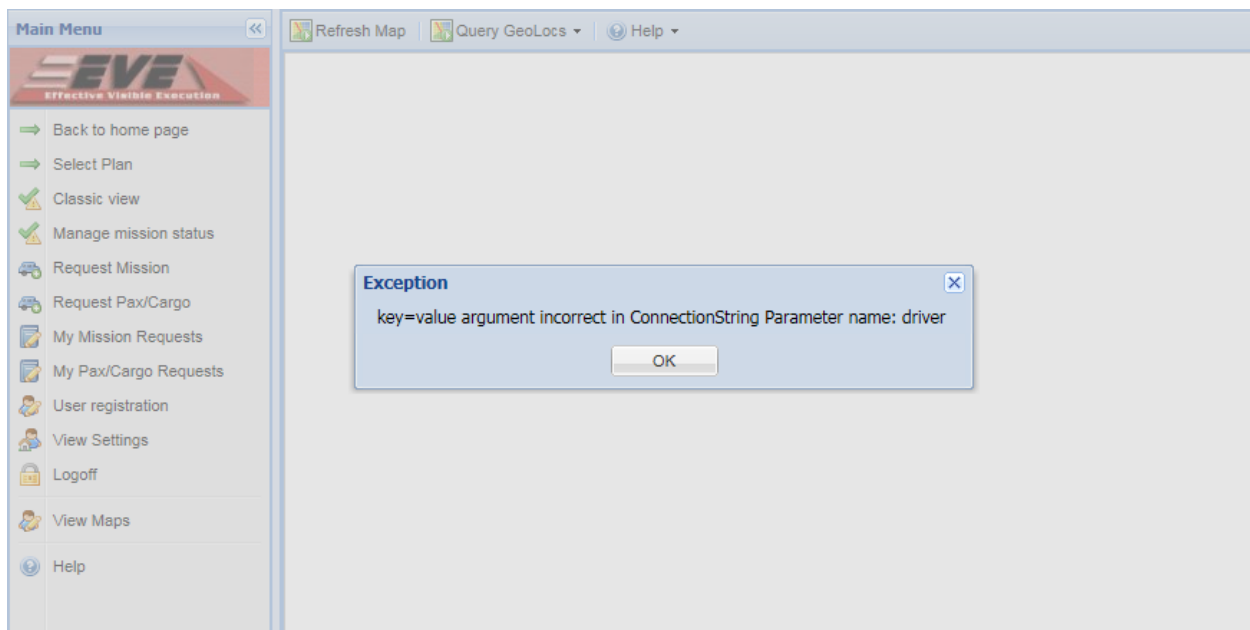




Figure 2.

Server Error in '/EVE' Application.

Runtime Error

Description: An exception occurred while processing your request. Additionally, another exception occurred while executing the custom error page for the first exception. The request has been terminated.

As a consequence of this failure, the web server have lost its connectivity to the database and will not be able to provide web pages anymore for users. The only way to get rid of this failure is to restart EVE WEB website.

3. Workaround

- Step 1. Open IIS on the web server and select “Default Web Site”.
- Step 2. Click on “Restart”, or “Stop” then “Start”.
- Step 3. Check that the EVE WEB website is available by browsing to the main page.



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