M.A.C. SOLUTIONS

PROCESSVUE

FAQ – ProcessVue Website Blank

Abstract

The ProcessVue Website will not load, it shows a blank screen?

Table of Contents

1. The ProcessVue Website will not load, it shows a blank screen..... 3

1. The ProcessVue Website will not load, it shows a blank screen.

Looking in the event viewer we get the following error:

ISAPI Filter 'C:\Windows\Microsoft.NET\Framework\v4.0.30319\\aspnet_filter.dll' could not be loaded due to a configuration problem. The current configuration only supports loading images built for a AMD64 processor architecture. The data field contains the error number. To learn more about this issue, including how to troubleshooting this kind of processor architecture mismatch error, see http://go.microsoft.com/fwlink/?LinkId=29349.

The problem is related to the path for the aspnet_filter.dll, it has 2 backslashes in it.

The issue can be resolved by removing the 2nd backslash from the ISAPI Filters path within the IIS manager. The attached screenshot provides more details on resolving it.