

FREQUENTLY ASKED QUESTIONS

COSEC

What
When
Which
Where
How
Who
Why



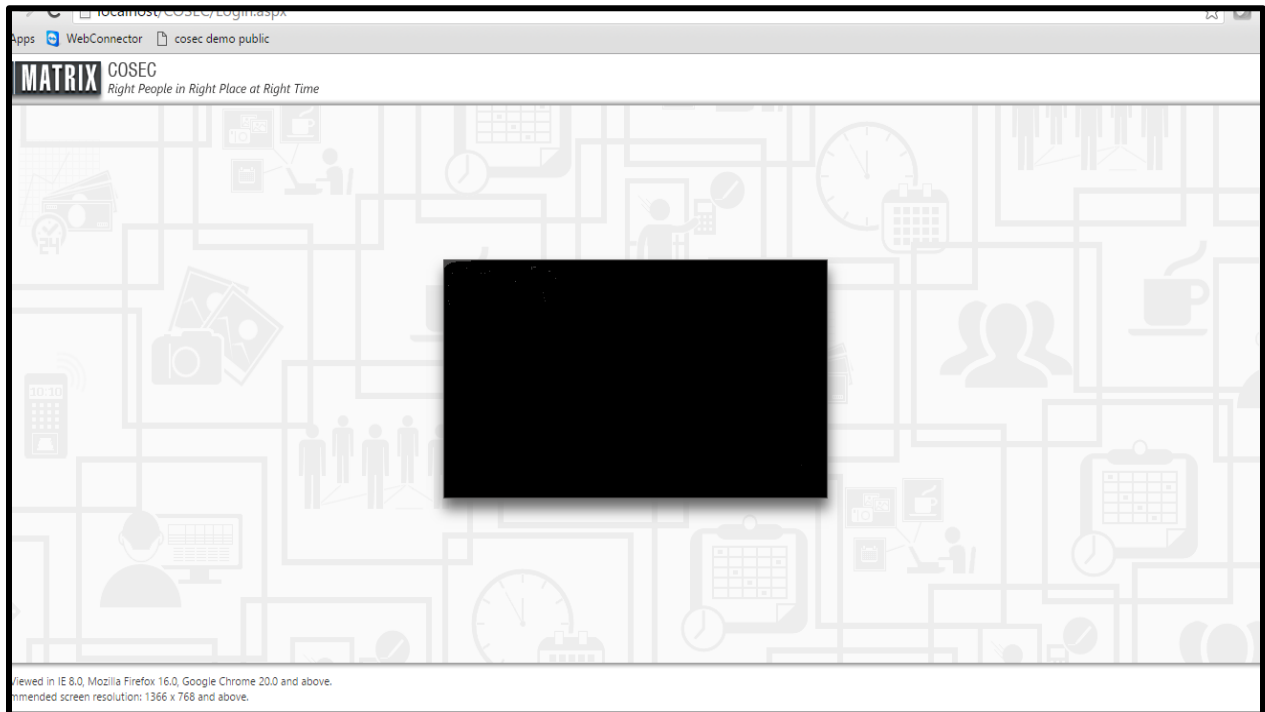
Date: 30th May, 2016

Version: V1R1

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What to do when invisible COSEC Web login page appears?

When COSEC Web Login page (localhost/cosec/login.aspx) loads improperly, it appears something like this:



Reason:

.Net frame work is not properly configured in the server PC due to which cosec application is not visible properly.

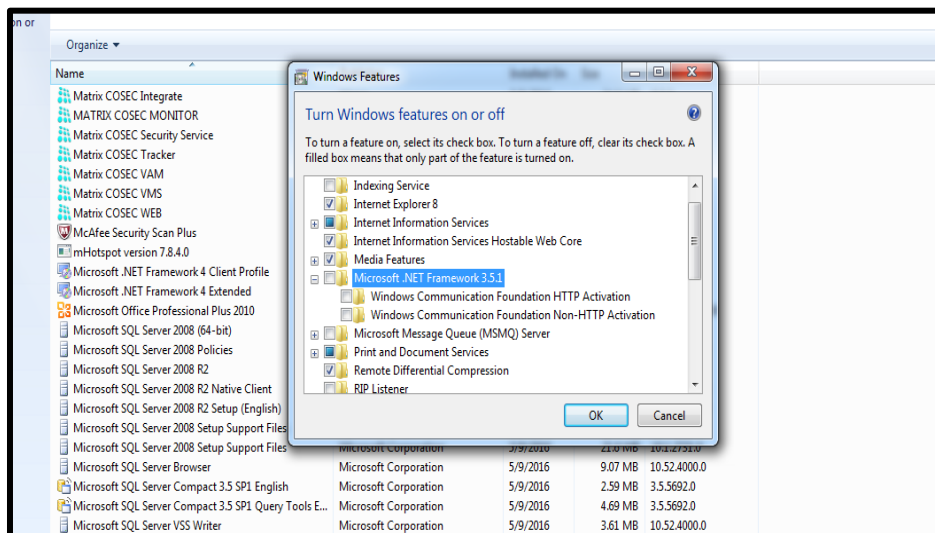
Steps to Troubleshoot:

1. Check that the .Net framework (2.0 version upto COSEC V5R8 and 4.0 for version V5R8 onwards) is installed.

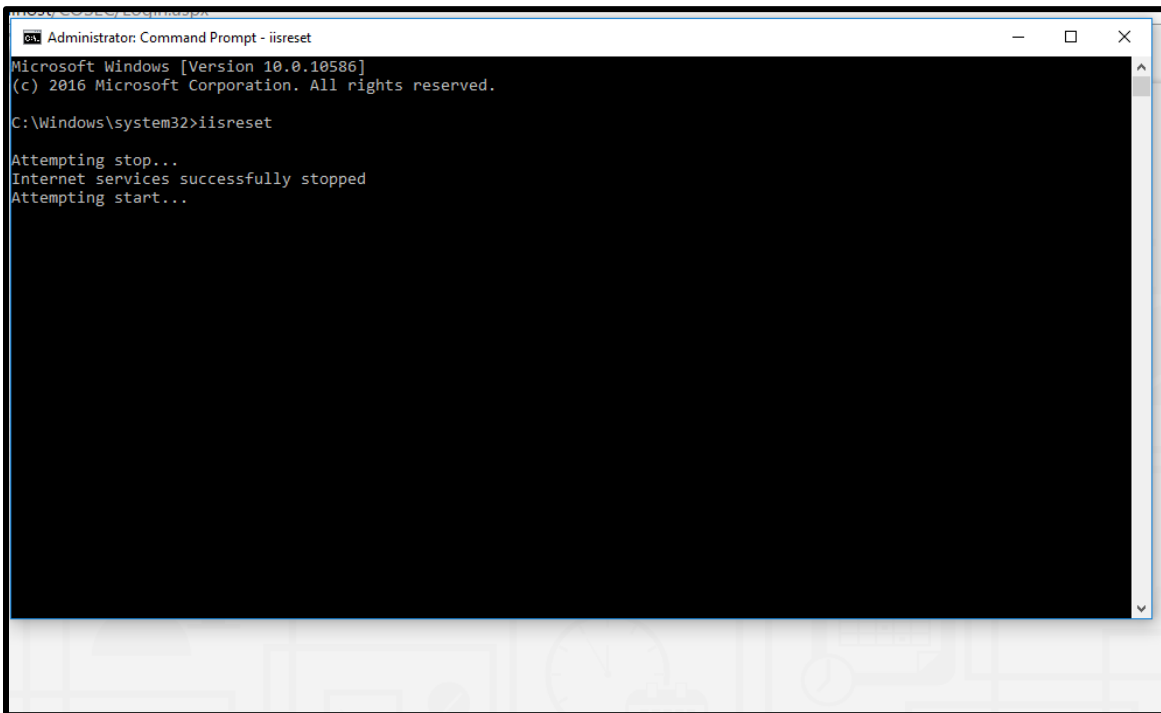
Name	Publisher	Installed On	Size	Version
Matrix COSEC Integrate	Matrix	5/9/2016	24.8 MB	9.5.0
MATRIX COSEC MONITOR	Matrix	5/9/2016	88.9 MB	9.5.0
Matrix COSEC Security Service	Matrix	5/9/2016	440 KB	9.5.0
Matrix COSEC Tracker	Matrix	5/9/2016	2.56 MB	9.5.0
Matrix COSEC VAM	Matrix	5/9/2016	40.9 MB	9.5.0
Matrix COSEC VMS	Matrix	5/9/2016	62.5 MB	9.5.0
Matrix COSEC WEB	Matrix	5/9/2016	284 MB	9.5.0
McAfee Security Scan Plus	McAfee, Inc.	5/10/2016	10.2 MB	3.11.309.1
mHotspot version 7.8.4.0	IBN Software & IT Solutions Pvt...	5/30/2016	2.12 MB	7.8.4.0
Microsoft .NET Framework 4 Client Profile	Microsoft Corporation	5/9/2016	38.8 MB	4.0.30319
Microsoft .NET Framework 4 Extended	Microsoft Corporation	5/9/2016	51.9 MB	4.0.30319
Microsoft Office Professional Plus 2010	Microsoft Corporation	5/30/2016	14.0	4734.1000
Microsoft SQL Server 2008 (64-bit)	Microsoft Corporation	5/9/2016		
Microsoft SQL Server 2008 Policies	Microsoft Corporation	5/9/2016	880 KB	10.0.1600.22
Microsoft SQL Server 2008 R2	Microsoft Corporation	5/9/2016		
Microsoft SQL Server 2008 R2 Native Client	Microsoft Corporation	5/9/2016	6.12 MB	10.52.4000.0
Microsoft SQL Server 2008 R2 Setup (English)	Microsoft Corporation	5/9/2016	32.8 MB	10.52.4000.0
Microsoft SQL Server 2008 Setup Support Files	Microsoft Corporation	5/9/2016	105 MB	10.0.1794.0
Microsoft SQL Server 2008 Setup Support Files	Microsoft Corporation	5/9/2016	21.6 MB	10.1.2731.0
Microsoft SQL Server Browser	Microsoft Corporation	5/9/2016	9.07 MB	10.52.4000.0
Microsoft SQL Server Compact 3.5 SP1 English	Microsoft Corporation	5/9/2016	2.59 MB	3.5.5692.0
Microsoft SQL Server Compact 3.5 SP1 Query Tools E...	Microsoft Corporation	5/9/2016	4.69 MB	3.5.5692.0
Microsoft SQL Server VSS Writer	Microsoft Corporation	5/9/2016	3.61 MB	10.52.4000.0
Microsoft Visual C++ 2005 Redistributable	Microsoft Corporation	5/27/2016	300 KB	8.0.61001
Microsoft Visual C++ 2005 Redistributable	Microsoft Corporation	5/27/2016	2.69 MB	8.0.56336

Currently installed programs Total size: 7.19 GB
65 programs installed

2. Check that proper .Net Components are enabled in windows features. If not, then enable it.



3. Reset the IIS through command prompt:



```
Administrator: Command Prompt - iisreset
Microsoft Windows [Version 10.0.10586]
(c) 2016 Microsoft Corporation. All rights reserved.

C:\Windows\system32>iisreset

Attempting stop...
Internet services successfully stopped
Attempting start...
```

Now, open COSEC Web (localhost/cosec/login.aspx).



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