HTTP 500 - Internal Server Error when logging In to browser-based applications

Last Modified on 10/06/2022 4:14 am EDT

Symptom

HTTP 500 Internal Server Error when logging into browser-based applications

Resolution

An HTTP 500 error may be caused by an incorrect configuration of the ASP.net version.ASP.net version should be set to 4.0 or higher, the exact version will differ from system to system. To change the ASP.net version:

1. Right-click **My Computer** and select **Manage**.

2.In the Computer Management tree, expand **Services and Applications** > **Internet Information Services** > **Web Sites** > **Default Web Site**.

3.Right-click lnl.og.web and select **Properties**.

4.Select the ASP.NET tab.

5.In the **ASP.NET version** drop-down list, select 4.0 or higher.

6.Repeat steps 3 through 5 for lnl.og.webservices.

There may be other causes for this general error. Contact Technical Support if you require further assistance.

Applies To

OnGuard all versions

Additional Information

None