

# Troubleshoot Custom Header Issue with Cisco ECE

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## Introduction

This document describes how to troubleshoot Cisco ECE Web server web.config file and shows how to solve a common 500.19 Internal Server Error when the file becomes corrupted or is modified.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Email and Chat Server (ECE)
- Microsoft Internet Information Services (IIS)

### Components Used

The information in this document is based on Cisco ECE 11.6.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Troubleshoot HTTP 500.19 Internal Server Error

URL:<http://localhost/system/web/apps/login/>

## HTTP Error 500.19 - Internal Server Error

The requested page cannot be accessed because the related configuration data for the page is invalid.

**Detailed Error Information:**

<b>Module</b>	ProtocolSupportModule	<b>Requested URL</b>	http://localhost:80/system/web/apps/login/
<b>Notification</b>	SendResponse	<b>Physical Path</b>	C:\ECE\service\web\apps\login\
<b>Handler</b>	ApplicationRequestRoutingHandler	<b>Logon Method</b>	Anonymous
<b>Error Code</b>	0x800700b7	<b>Logon User</b>	Anonymous
<b>Config Error</b>	Cannot add duplicate collection entry of type 'add' with unique key attribute 'name' set to 'X-UA-Compatible'		
<b>Config File</b>	\\?\C:\ECE\service\web\web.config		

**Config Source:**

```
5: <customHeaders>
6:   <add name="X-UA-Compatible" value="IE=EmulateIE9" />
7: </customHeaders>
```

### More Information:

Here's a step by step process to resolve it.

Step 1. Ensure all the services are active on all the servers in ECE deployment and no process is in stopped state.

Step 2. If you notice in this case that the error refers to custom headers, since most of the times it is hard to track what has changed to cause the connection to break, it is best to replace the faulty file.

To do so, navigate to C:\inetpub\wwwroot\web.config

Find this line:

```
<action type="Rewrite" url= http://<FQDN>:9001/system/web/ logRewrittenUrl="true" />
```

Step 3. Copy: <http://<FQDN>:9001/system/web/> and try to access it. The output must look like this:

### Error 404 - Not Found.

No context on this server matched or handled this request.  
Contexts known to this server are:

- /system/cb/cs → o.e.j.w.WebAppContext@79351f41{/system/cb/cs.file:///D:/ECE/jetty/work/12.0.1.3/cs.war/webapp/AVAILABLE}{/cs.war}
- /system/cb/stps → o.e.j.w.WebAppContext@5c134052{/system/cb/stps.file:///D:/ECE/jetty/work/12.0.1.3/stps.war/webapp/AVAILABLE}{/stps.war}
- /system/cb/cdn → o.e.j.w.WebAppContext@e4348c0{/system/cb/cdn.file:///D:/ECE/jetty/work/12.0.1.3/cdn.war/webapp/AVAILABLE}{/cdn.war}
- /system → o.e.j.w.WebAppContext@5e97da56[eGainService./system.file:///D:/ECE/jetty/work/12.0.1.3/eService.war/webapp/AVAILABLE]{/eService.war}
- /system/cb/shsvc → o.e.j.w.WebAppContext@fd10007{/system/cb/shsvc.file:///D:/ECE/jetty/work/12.0.1.3/shsvc.war/webapp/AVAILABLE}{/shsvc.war}
- /system/cb/admin → o.e.j.w.WebAppContext@7dd5d17a{/system/cb/admin.file:///D:/ECE/jetty/work/12.0.1.3/admin.war/webapp/AVAILABLE}{/admin.war}
- /system/profiles → o.e.j.w.WebAppContext@645b2ac7{/system/profiles.file:///D:/ECE/jetty/work/12.0.1.3/profiles.war/webapp/AVAILABLE}{/profiles.war}
- /system/cb/s → o.e.j.w.WebAppContext@7fd429f3{/system/cb/s.file:///D:/ECE/jetty/work/12.0.1.3/s.war/webapp/AVAILABLE}{/s.war}
- /system/cb/tktsvc → o.e.j.w.WebAppContext@5fc8665d{/system/cb/tktsvc.file:///D:/ECE/jetty/work/12.0.1.3/tktsvc.war/webapp/AVAILABLE}{/tktsvc.war}

**Note:** If you are able to access and get this format of data, it means you are able to access the application server.

There are two files named web.config, one local to the server which must not be replaced and the other is global which is replaceable.

This file is local to your server and must never be replaced, you can however use to test if the application server is accessible.

C:\inetpub\wwwroot\web.config file

This file is replaceable and if you notice in the error it also shows this file location as faulty.

C:\ECE\eService\web\web.config

Step 4. Copy the file from where it works fine or lab environment from  
C:\ECE\eService\web\web.config and copy it into the affected server  
C:\ECE\eService\web\web.config.

**Note:** If you do not have a good copy, please contact Cisco TAC to get a copy of a lab file.

Step 5. After file is replaced, you must now be able to access the portal. Restart WebServer if needed..