

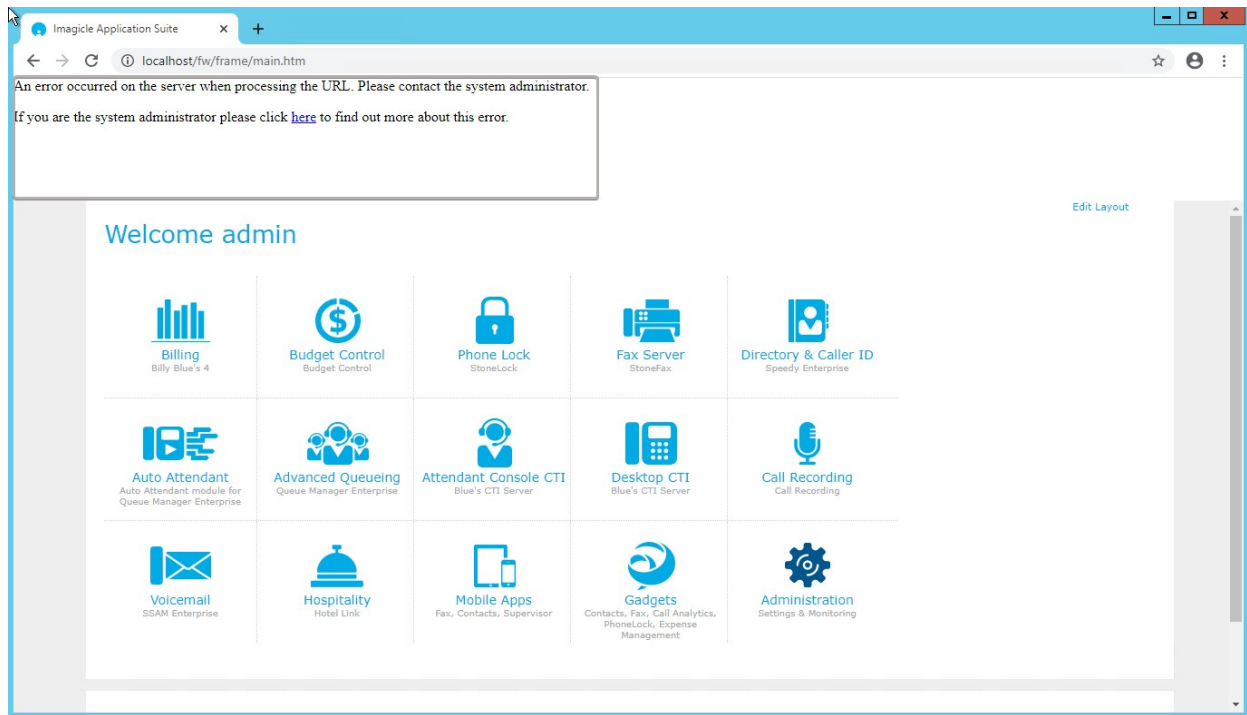
## An error is displayed on the top left of the Imagicle Application Suite web page

Applies from Application Suite 2018.6.1  
to version Application Suite 2020.6.2.h2

### Description

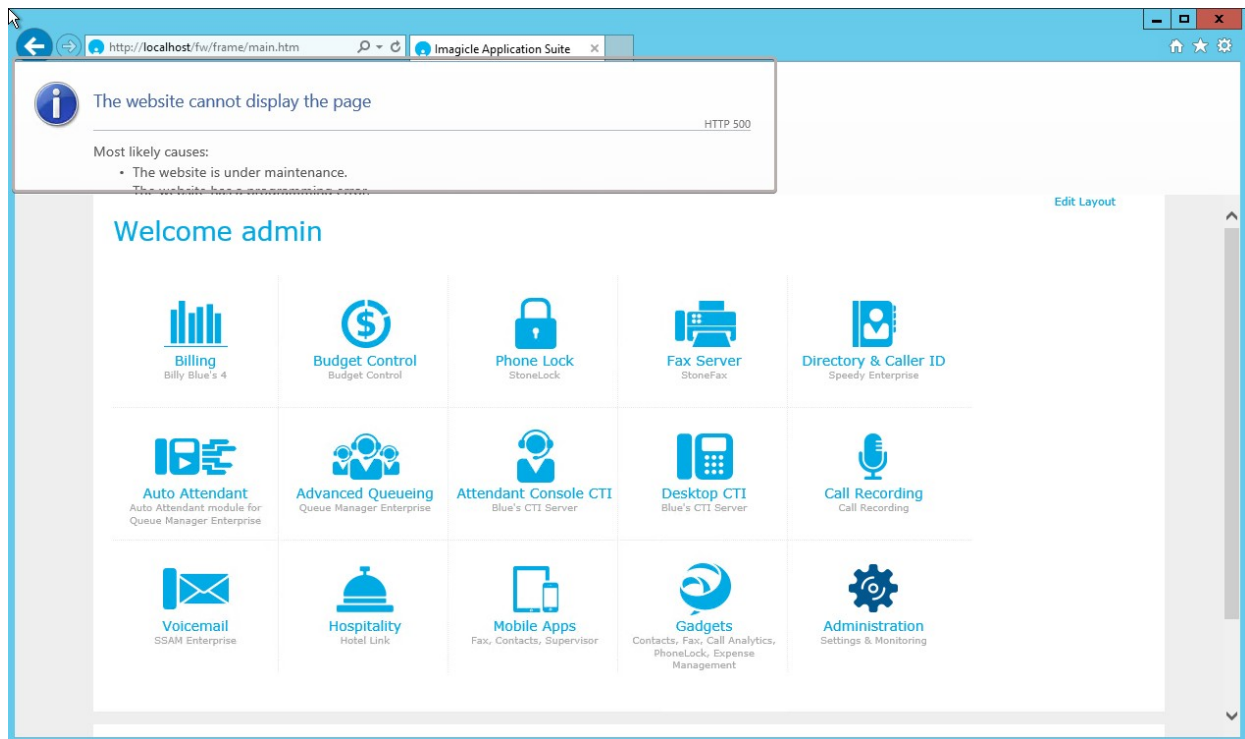
In Google Chrome you can see:

An error occurred on the server when processing the URL. Please contact the system administrator.  
If you are the system administrator please click [here](#) to find out more about this error



In Internet Explorer you can see

The website cannot display the page  
Most likely causes:  
The website is under maintenance.  
The website has a programming error



To make sure that this is the issue, please check the log file:

1. Connect to the Imagicle Server via RDP
2. Go to C:\inetpub\logs\LogFiles\W3SVC1
3. Open the most recent log file that you see and search for this error **"Invalid\_procedure\_call\_or\_argument:\_'Left' 80"**

**Example**

```
2020-07-14 15:06:33 ::1 GET /fw/frame/top.asp [30|800a0005|Invalid_procedure_call_or_argument:_'Left' 80 - ::1 Mozilla/5.0+(Windows+NT+6.3;+WOW64;+Trident/7.0;+rv:11.0)+like+Gecko http://localhost/fw/frame/main.htm 500 0 0 147
```

**Cause**

The issue is related to the failure during the installation/upgrade of the Application Suite.

If you receive this popup (Error starting the service "SFXAL") during installation and click on Cancel, the config and ini files could be corrupted.

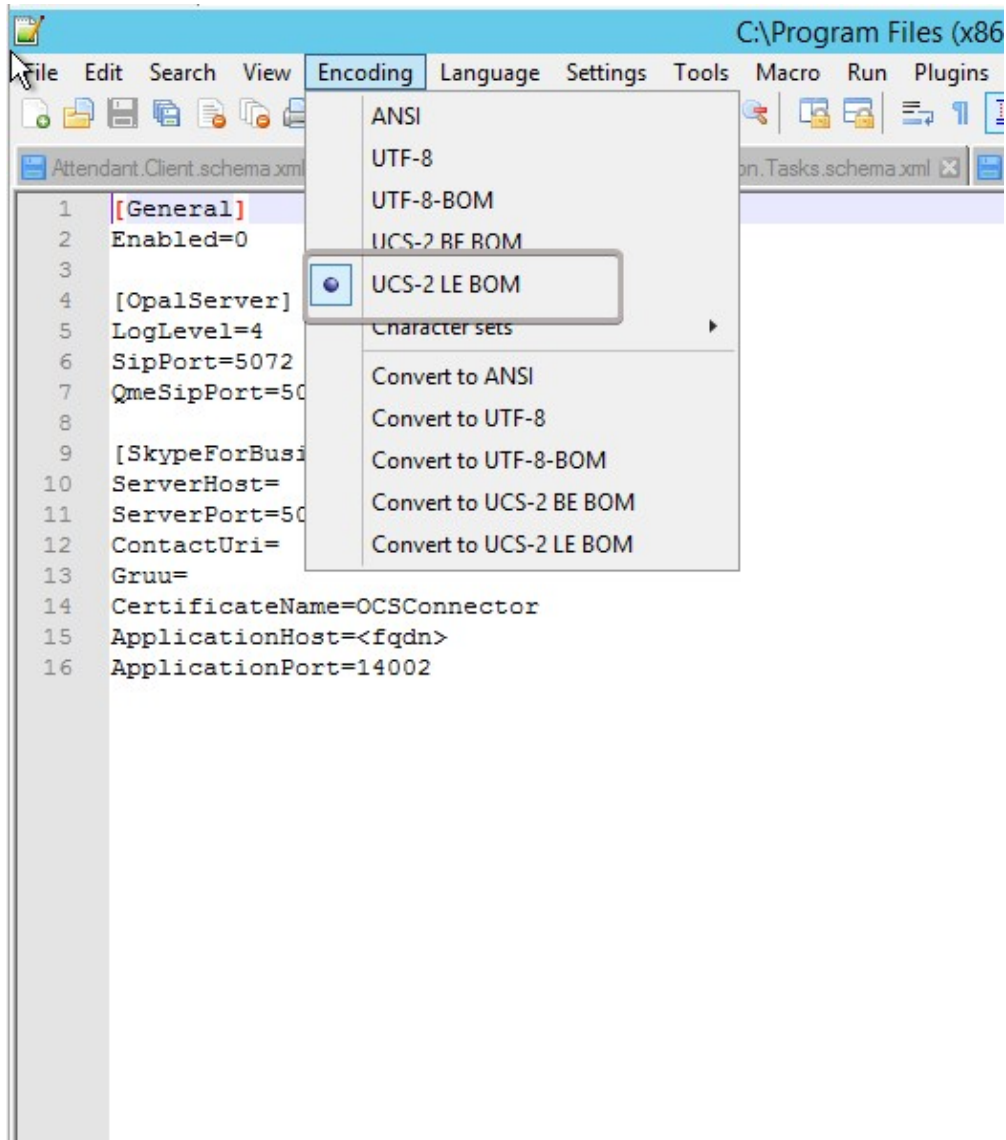
**Solution**

Solution:

Verify the encoding of these files (with Notepad ++ ) and change it to the correct one.

- \StonevoiceAS\System\SvSasPlatforms.ini (UTF8)
- \StonevoiceAS\Apps\StoneLock\Settings\StoneLock.ini (UTF16) = UCS-2 LE BOM
- \StonevoiceAS\Apps\QME\Settings\QME.UcmaGateway (UTF16) = UCS-2 LE BOM

Example:



Save and try again to login to the web interface

We suggest to run the installation package again in order to complete the setup process.