Support Note 42	31 Mar 2010
Using ClearImage with 64 bit IIS	

Introduction

This note describes configuration settings required to allow the use of ClearImage server with a 64 bit IIS server.

Configure IIS to use 32 bit application

ClearImage server is 32 bit application. IIS running as 64 bit application cannot normally call a 32 bit application. The IIS server must be pre configured to allow it to issue calls to the 32 bit ClearImage server.

In the IIS Manager, configure the Application Pool which is assigned to your web application to enable 32 bit applications. This option is available under the Advanced Settings of the application pool.

- **Enable 32 bit Application = True**

For IIS7 see:

http://blogs.msdn.com/vijaysk/archive/2009/03/06/iis-7-tip-2-you-can-now-run-32 bit-and-64 bit-applications-on-the-same-server.aspx

For IIS6 see:

http://www.microsoft.com/technet/prodtechnol/WindowsServer2003/Library/IIS/405f5bb5-87a3-43d2-8138-54b75db73aa1.mspx?mfr=true

Build your application to be used in WOW64 subsystem

ClearImage COM is a 32 bit COM object. ClearImageNet is a 32 bit .NET Assembly, which relies on ClearImage COM for its core functionality. 32 bit COM components in with 64 bit IIS must be used within 32 bit application running in a WoW64 (Windows-on-Windows 64 bit) subsystem.

Visual Studio builds Windows .NET Applications with the default target of **Any CPU**. Such applications, when they run on 64 bit Windows, can not create 32 bit COM object and produce various errors (shown below). To run such applications on 64 bit Windows build them with the target of **x86** (see Solution)

Symptoms

If the application that uses ClearImage is built as **Any CPU**, and is then executed on 64 bit system the following error messages may be displayed at runtime when the ClearImage components are instantiated:

1. **`Retrieving the COM class factory for component with CLSID {D836E300-A317-4C7E-BE61-D650CE242589} failed due to the following error: 80040154.`**
2. **`Inlite.ClearImageNet.ClearImageException: ClearImage COM Server is not registered.`**

Solution

Build your .NET application specifying **x86** as a target platform.

To change the target platform to **x86,** follow the "Targeting a Platform" instructions in:

- Visual Studio 2005: **http://msdn.microsoft.com/en-us/library/ms165408(VS.80.aspx**
- Visual Studio 2008: **http://msdn.microsoft.com/en-us/library/ms165408.aspx**

1. In the Build menu, click on the Configuration Manager.
2. In the Active Solution Platform box, select **x86** as the target, or select **<New>** to create a new platform.
3. For information on using the New Solution Platform dialog box, see the **New Solution Platform Dialog Box**.
4. Visual Studio will compile your application to target the platform that you specified as the active platform in the Configuration Manager dialog box.

NOTE: The x86 target output files will be located in the **bin\x86** directory.

Configure Identity

This procedure should be followed **only** if the symptom described below is observed.

Symptom

1. Your system is correctly licensed, as evidenced in the Licensing Manager, and
2. It displays the runtime error: `Use of Unlicensed Function` while using ClearImage under IIS

Solution

In the **Application Pool, Advanced Settings** dialog box, the **Identity** should be set to **Network Services**.