Cloud On-Premise: Attempting to make a change, the screen goes white and does not respond

Scott Leonard - 2020-03-16 - in Cloud

This article applies to AssetCloud On-Premise and InventoryCloud On-Premise.

Symptom: If you attempt to make a change to an item or asset, then click Save, the screen goes white and does not respond.

Cause: The WebDAV Publishing component of Internet Information Services (IIS) is checked.

Solution: Uncheck that component. See the article "Cloud On-Premise installation: IIS Settings Prerequisites" below in Related Pages for the steps to find this component.