

FAQ: I have a SilverLight viewer and when I call open it loads indefinitely (Obsolete Silverlight Web Controls)

WARNING Obsolete:

Atalasoftware newer versions no longer support Silverlight web controls. Supports ability to assist in keeping existing Silverlight deployments working may be limited. No further fixes/updates will be issued for our Silverlight assemblies/controls

Main Article

If this is occurring, please verify that you have performed the two following tasks:

1. Added a SilverlightWebHandler or the SilverlightAnnotationWebHandler to the hosting aspx page
2. Modified the Web.Config file to include two keys:

```
<configuration>  
  
<appSettings>  
    <addkey="AtalasoftwareSilverlight_Cache"value="<Put Cache Folder  
Name Here>"/>  
    <addkey="AtalasoftwareSilverlight_CacheLifeTime"value="10"/>  
</appSettings>  
  
...  
</configuration>
```

Original Article:

Q10326 - FAQ: I have a SilverLight viewer and when I call open it loads indefinitely

Atalasoftware Knowledge Base
<https://www.atalasoftware.com/kb2/KB/50156/FAQ-I-have-a-SilverLight-viewer-and-...>