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IIS: Common Error Fixes

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Overview

This article will cover error messages you may find when working with IIS services and the steps you may take to resolve. IIS sites are often installed as part of SalesPad Mobile and Inventory Manager configuration, and are required for Customer Portal/Web API. This is a living document that will be periodically updated with more fix solutions. If you need help resolving an issue, please contact our support team at Support@Cavallo.com.

If you're running an IIS site experiencing an issue, further error details may be found by browsing to the service page which opens into a web browser.

503 Service Unavailable.

This means that the IIS Service is unreachable or it could not be started. The most common cause for this error is the that the Windows credentials for the Identity User of the site's Application Pool is invalid.

To resolve:

1. Open your Application Pools in IIS and select the pool for the service having this error.
2. Click "Advanced Settings" under "Edit Application Pool" on the right side of the screen.
3. Scroll down until you find Identity and click the ellipses for this setting.
4. Check the box for "Custom Account" and click Set. Here you will need to enter credentials for a Windows Admin account, including the domain in the User Name.
 1. This user here will also need to be an SQL admin with at least the minimum SQL permissions described here: <https://support.cavallo.com/kb/articles/system-and-hardware-requirements>
5. Click OK and then Recycle the application pool and restart your site.

Internet Information Services (IIS) Manager

Application Pools

select your application pool

Name	State	Version	Integrated	ApplicationPoolIdentity
.NET v4.5	Started	v4.0	Integrated	ApplicationPoolIdentity
.NET v4.5 Classic	Started	v4.0	Classic	ApplicationPoolIdentity
DefaultAppPool	Started	v4.0	Integrated	ApplicationPoolIdentity
SalesPad Mobile Service	Started	v4.0	Integrated	CAVALLO\jacob.beimers
SalesPad Inventory Manager	Started	v4.0	Integrated	CAVALLO\jacob.beimers
SalesPad WebAPI	Started	v4.0	Integrated	CAVALLO\jacob.beimers

Advanced Settings

Process Model

Identity: CAVALLO\JACOB.BEIMERS

Application Pool Identity

Custom account: CAVALLO\JACOB.BEIMERS

Set Credentials

Must include the domain

User name:

Password:

Confirm password: