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 Poral/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.

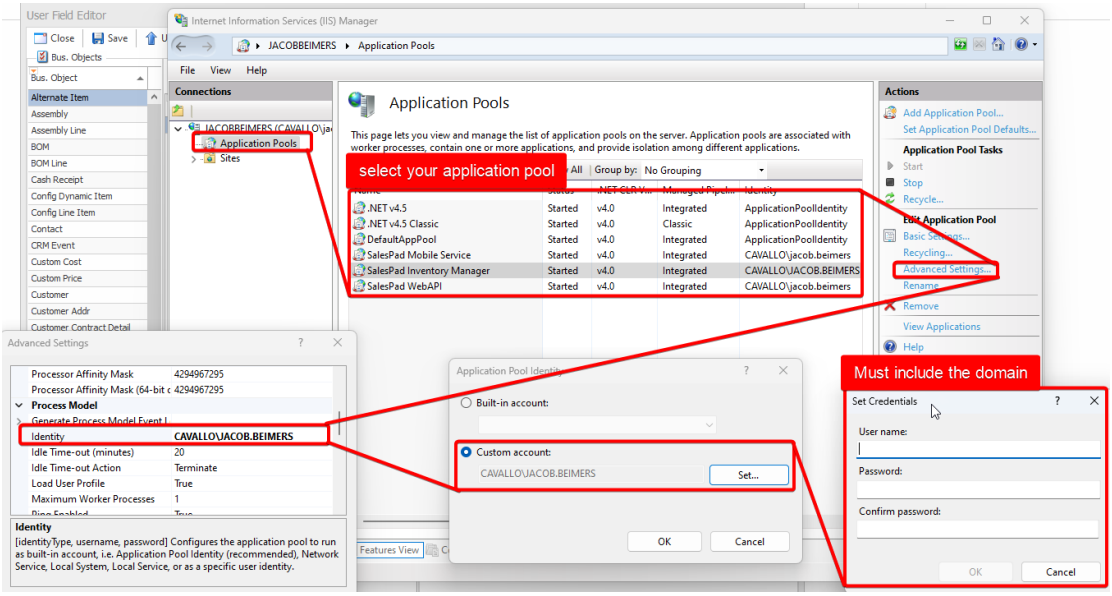
If you're running an IIS site experiencing an issue, further error details may be found by browsing to the service page which opens into a web browser.

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.


User Field Editor
Close
Save
Bus. Objects
Bus. Object
Alternate Item
Assembly
Assembly Line
BOM
BOM Line
Cash Receipt
Config Dynamic Item
Config Line Item
Contact
CRM Event
Custom Cost
Custom Price
Customer
Customer Addr
Customer Contract Detail
Internet Information Services (IIS) Manager
JACOBBEIMERS ▸ Application Pools
File View Help
Connections
Application Pools
Sites
Application Pools
This page lets you view and manage the list of application pools on the server. Application pools are associated with worker processes, contain one or more applications, and provide isolation among different applications.
select your application pool
Group by: No Grouping
.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
Actions
Add Application Pool...
Set Application Pool Defaults...
Application Pool Tasks
Start
Stop
Recycle...
Edit Application Pool
Basic Settings...
Recycling...
Advanced Settings...
Rename
Remove
View Applications
Help
Advanced Settings
Processor Affinity Mask 4294967295
Processor Affinity Mask (64-bit c 4294967295
Process Model
Identity CAVALLO\JACOB.BEIMERS
Idle Time-out (minutes) 20
Idle Time-out Action Terminate
Load User Profile True
Maximum Worker Processes 1
Identity
[identityType, username, password] Configures the application pool to run as built-in account, i.e. Application Pool Identity (recommended), Network Service, Local System, Local Service, or as a specific user identity.
Application Pool Identity
Built-in account:
Custom account:
CAVALLO\JACOB.BEIMERS
Set...
OK
Cancel
Features View
Must include the domain
Set Credentials
User name:
Password:
Confirm password:
OK
Cancel