

Knowledge Base Article: Article 208

How to fix the Error HTTP Error 503 - The Service is not available

Date: September 27th, 2011

Problem:

Using a connection to the Click&DECiDE Web Portal, I get this error.

Explanation:

In IIS, the DVWebAppPool is probably stopped. The reason could be that the Identity NetworkServices given by default to this Application Pool does not have enough rights and is stopped automatically, even if you restart it.

Solution:

Restart the DVWebAppPool in IIS. If this Application Pool stops again, change the Identity from NetworkServices to Local System, and restart again the DVWebAppPool.

Steps

- 1. Start> Control Panel> Administrative Tools
- 2. Open the "Internet Information Services (IIS) Manager"
- 3. Select the "Application Pools"

| Internet Information Services (IIS) Mana | ager lication Pools | | | | | |
|--|--|---------|-----------|---------------|----------------|------------|
| <u>F</u> ile <u>V</u> iew <u>H</u> elp | | | | | | |
| Connections | 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. Filter: • | | | | | |
| | Name | Status | .NET Fram | Managed Pipel | Identity | Applicatio |
| | Classic .NET AppPool | Started | √2.0 | Classic | NetworkService | 0 |
| | 🔊 DefaultAppPool | Started | √2.0 | Integrated | NetworkService | 1 |
| | 🔊 DVWebAppPool | Stopped | √2.0 | Integrated | NetworkService | 1 |

4. On the right pane, select the DVWebAppPool, make a right mouse click and select "Start".

| 🖣 Internet Information Services (IIS) Mar | nager | | | | | |
|---|--|---------|-----------|---------------|------------------------------|--------------|
| 😋 🕥 🛛 🕼 🕨 DIDIER-PC 🕨 Ap; | plication Pools | | | | | |
| <u>F</u> ile <u>V</u> iew <u>H</u> elp | | | | | | |
| Connections Application Pools Image: DIDIER-PC (NETREPORT\Didier) Image: Didier Image: Didier Image: Didier Image: Didier Image: Didier Image: Didier </th <th>re associated with tions.</th> | | | | | re associated with tions. | |
| | Filter: • 🙀 💁 • 🦛 Show All Group by: No Grouping • | | | | | |
| | Name | Status | .NET Fram | Managed Pipel | Identity | Applications |
| | 🕼 Classic .NET AppPool | Started | √2.0 | Classic | NetworkService | 0 |
| | DefaultAppPool | Started | v2.0 | Integrated | NetworkService | 1 |
| | DVWebAppPool | Started | v2.0 | Integrated | NetworkService | 1 |

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5. If the DVWebAppPool stops again and you need to change the NetworkServices to Local System, select the DVWebAppPool and make a right mouse click, then select Advanced Settings...

| Name | Status | .NET Fram | Managed Pipe | l Identity | Applications |
|----------------------|----------------------|----------------|--------------|----------------|--------------|
| Classic .NET AppPool | Started | v2.0 | Classic | NetworkService | 0 |
| DefaultAppPool | Started | v2.0 | Integrated | NetworkService | 1 |
| DVWebAppPool | Add Application Pool | | | NetworkService | 1 |
| | Set Applicat | Ion Pool Defau | ITS | | |
| ₽ | Start | | | | |
| | Stop | | | | |
| \$ | Recycle | | | | |
| | Basic Settings | | | | |
| | Recycling | | | | |
| | Advanced Settings | | | | |
| | Rename | | | | |
| × | Remove | | | | |
| | View Applic | ations | | | |
| 0 | Help | | | | |
| | Online Help | | | | |

6. Select in Process Model the Identity -> Network Services:

| Advanced Settings | | ? 🔀 |
|----------------------------|----------------|-----|
| 🗆 (General) | | * |
| .NET Framework Version | v2.0 | |
| Managed Pipeline Mode | Integrated | |
| Name | DVWebAppPool | |
| Queue Length | 4000 | |
| Start Automatically | True | |
| | | = |
| Limit | 0 | |
| Limit Action | NoAction | |
| Limit Interval (minutes) | 0 | |
| Processor Affinity Enabled | False | |
| Processor Affinity Mask | 4294967295 | |
| Process Model | | |
| Identity | NetworkService | |
| Idle Time-out (minutes) | 20 | |

7. Click the Browse button on the right:





| Application Pool Identity | ? 🔀 |
|---------------------------|-------------|
| <u>B</u> uilt-in account: | |
| NetworkService | • |
| Output: | |
| | <u>S</u> et |
| | |
| | |
| | OK Cancel |

8. Select Local System in the Built-in account list:

| Application Pool Identity | ? 🔀 |
|---|-------------|
| <u> <u> B</u>uilt-in account: </u> | |
| NetworkService 🗸 | |
| LocalService (LocalSystem) | |
| NetworkService ApplicationPoolIdentity | <u>S</u> et |
| | - |
| | |
| ОК | Cancel |

9. Click OK to validate.

| Application Pool Identity | | ? 🔀 |
|---------------------------|----|-------------|
| <u>Built-in account:</u> | | |
| LocalSystem | • | |
| O Custom account: | | |
| | | <u>S</u> et |
| | | |
| | | |
| | ОК | Cancel |

10. Click OK again to come back to the first list of Application Pools:

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Application Pools

This page lets you view and manage the list of application pools on the server. Application pools are associated with worker applications, and provide isolation among different applications.

| Filter: • 🔐 💁 - 💭 Show <u>A</u> ll Group by: No Grouping • | | | | | | |
|--|---------|-----------|---------------|----------------|--------------|--|
| Name | Status | .NET Fram | Managed Pipel | Identity | Applications | |
| Classic .NET AppPool | Started | v2.0 | Classic | NetworkService | 0 | |
| DefaultAppPool | Started | v2.0 | Integrated | NetworkService | 1 | |
| 🔯 DVWebAppPool | Started | v2.0 | Integrated | LocalSystem | 0 | |

11. Restart IIS Services and try again through the Web Portal.

