M.A.C. SOLUTIONS

PROCESSVUE

HTTP 503 Error

Abstract

ProcessVue Support documentation if there is a HTTP 503 Error.

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1. Overview

HTTP 503 Error mostly occurs when the Server the Software is running on is down for maintenance or that the Server is overloaded with a much larger number of requests than it can handle.

This error will appear in the occurrence of the ProcessVue Application Pool stopping.

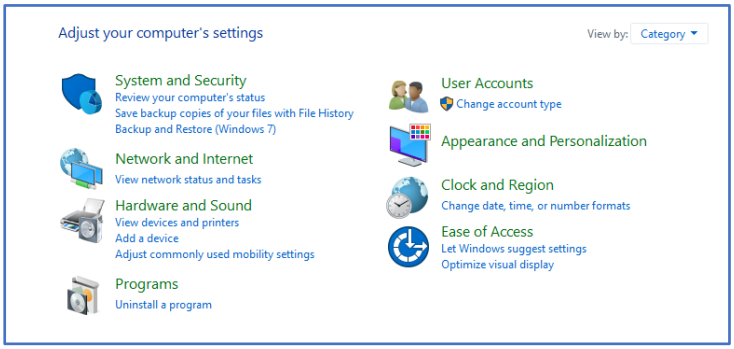
Other cause(s) of the error include:

- IIS cannot start any new worker processes because of the limited resources or because starting a new worker process would exceed the DemandStartThreshold property.
- Bandwidth Throttling is enabled, but the filter addition fails.
- The control channel or internal configuration group for the URL is inactive.
- The control channel or internal configuration group for the URL is inactive.
- The send for a request that was serviced from the cache failed. (Typically, under low memory conditions).
- Microsoft patch updates. (Checking the updates on the Microsoft Website and ensuring no errors have occurred form .NET Framework updates)

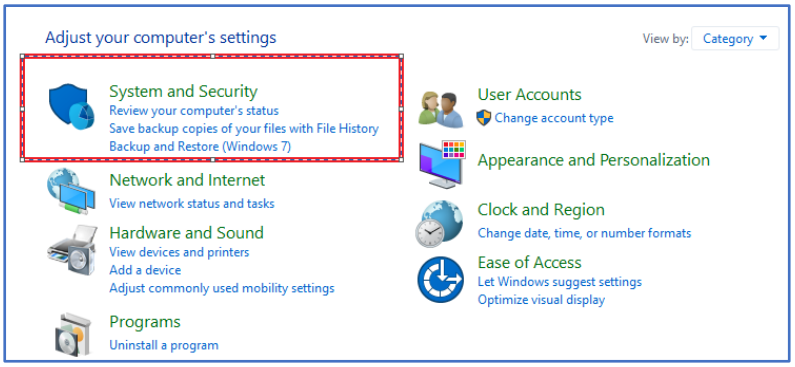
If you are running the ProcessVue software on Windows 10 the ProcessVue service will need restarting in the Internet Information Services (IIS).

To restart the Application Pool Service –

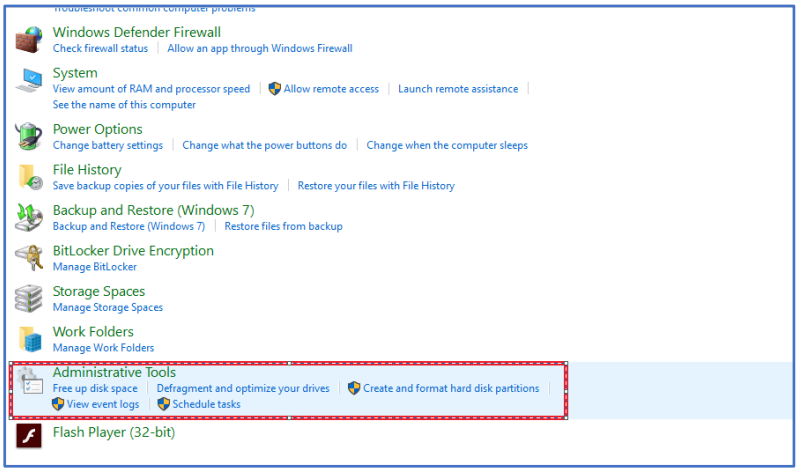
1. Go to Control Panel



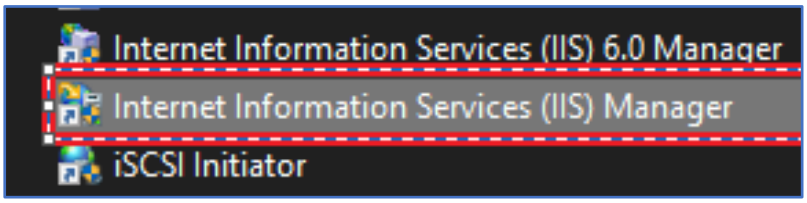
2. Select System and Security



3. Select Administrative Tools

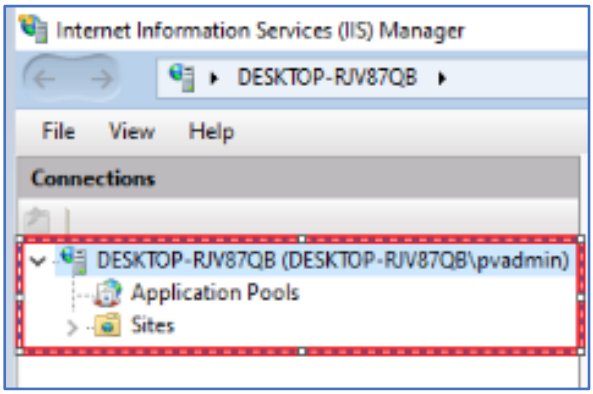


4. Select Internet Information Services (IIS)



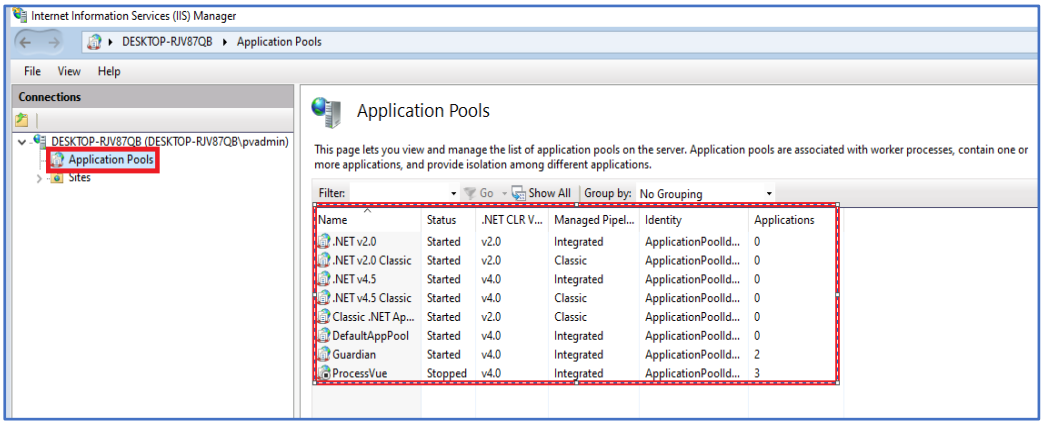
When IIS has loaded –

1. Expand the machine name in the left-hand pane



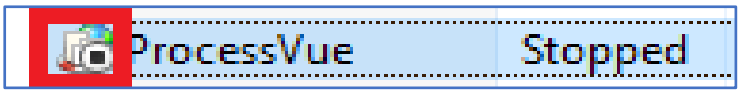
2. Select Application Pools

NOTE: You will notice a list of the Application Pools appear in the central pane of the IIS screen, the focus will be on the ProcessVue Application Pool.

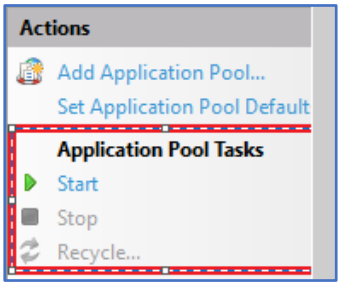


3. Click on the ProcessVue Application Pool

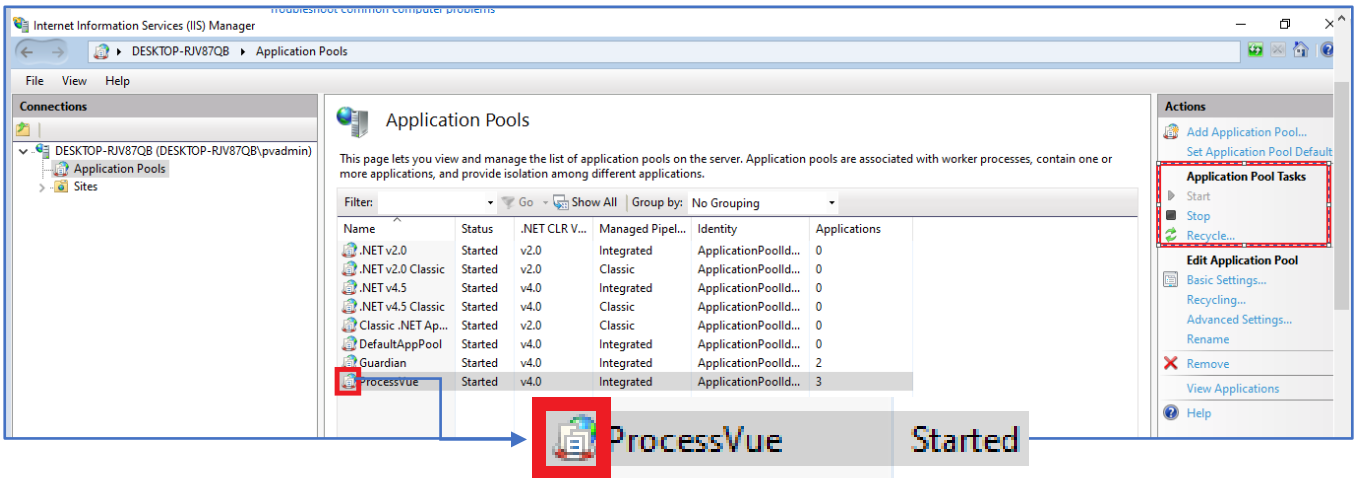
NOTE: You will see a Stop button next to the ProcessVue and that it says Stopped.



4. In the right-hand pane you will see that the Application Pool has stopped and that the Start button will be enabled stating the Services need starting.



5. Click the Start button to restart the ProcessVue Application Pool Service.



You will see that the Stop button has gone from the middle-pane and that in the right-hand pane the Application Pool Tasks has not disabled the Start button showing that the services are now running and that the Stop button has been enabled. You can see in the middle pane that the Service has changed to show that it has started.

6. Once you navigate to your ProcessVue Web Application in your chosen browser, the login screen will be visible, and the HTTP 503 Error will no longer be visible.