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.
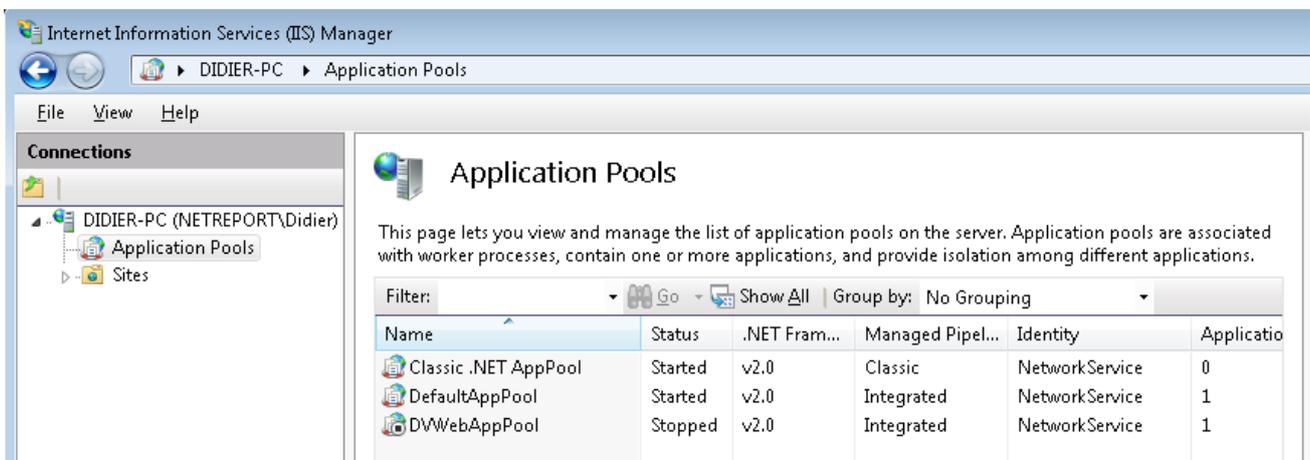
Explanation:
In IIS, the DVWebAppPool is probably stopped. The reason could be that the Identity NetworkServices given by default to this Application Pool does not have enough rights and is stopped automatically, even if you restart it.
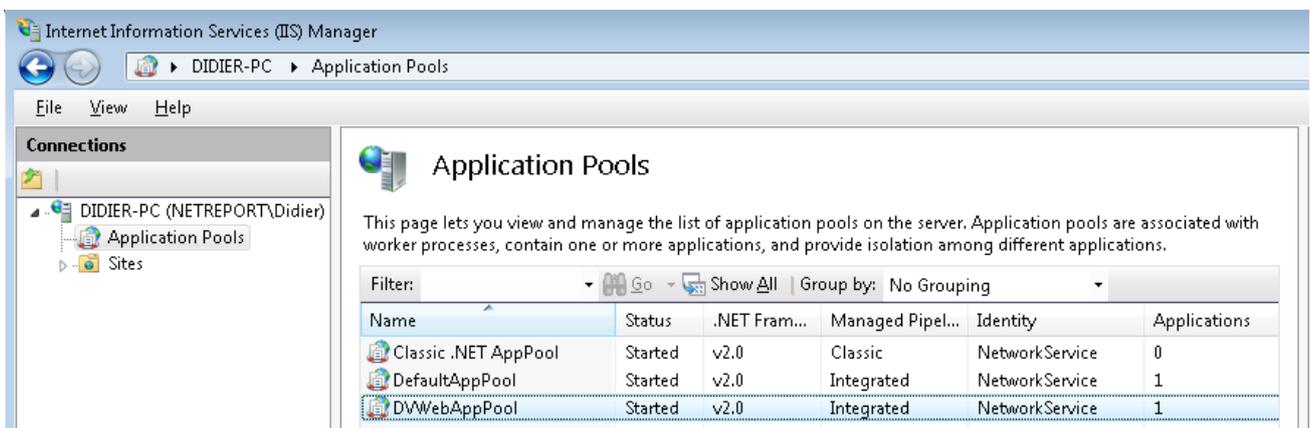
Solution:
Restart the DVWebAppPool in IIS. If this Application Pool stops again, change the Identity from NetworkServices to Local System, and restart again the DVWebAppPool.

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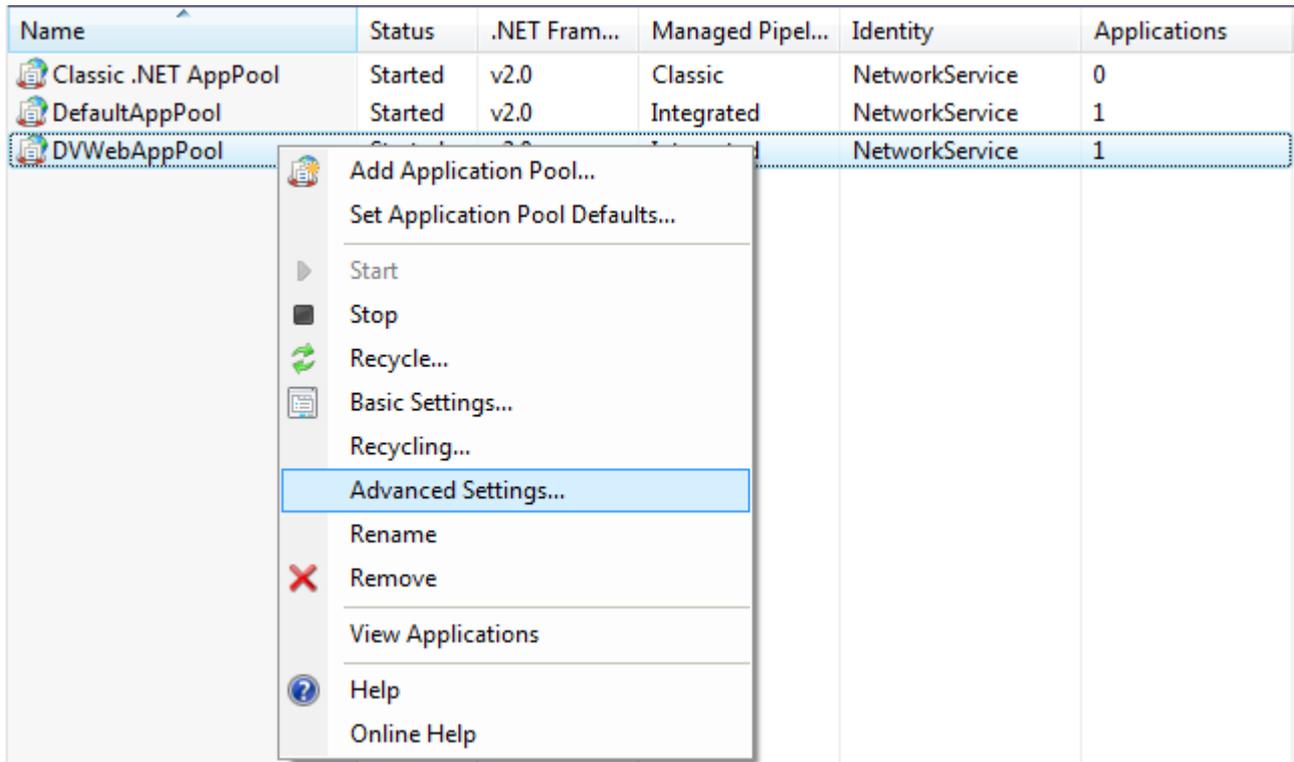3. Select the "Application Pools"

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

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To contact your nearest Click&DECiDE partner, click here.
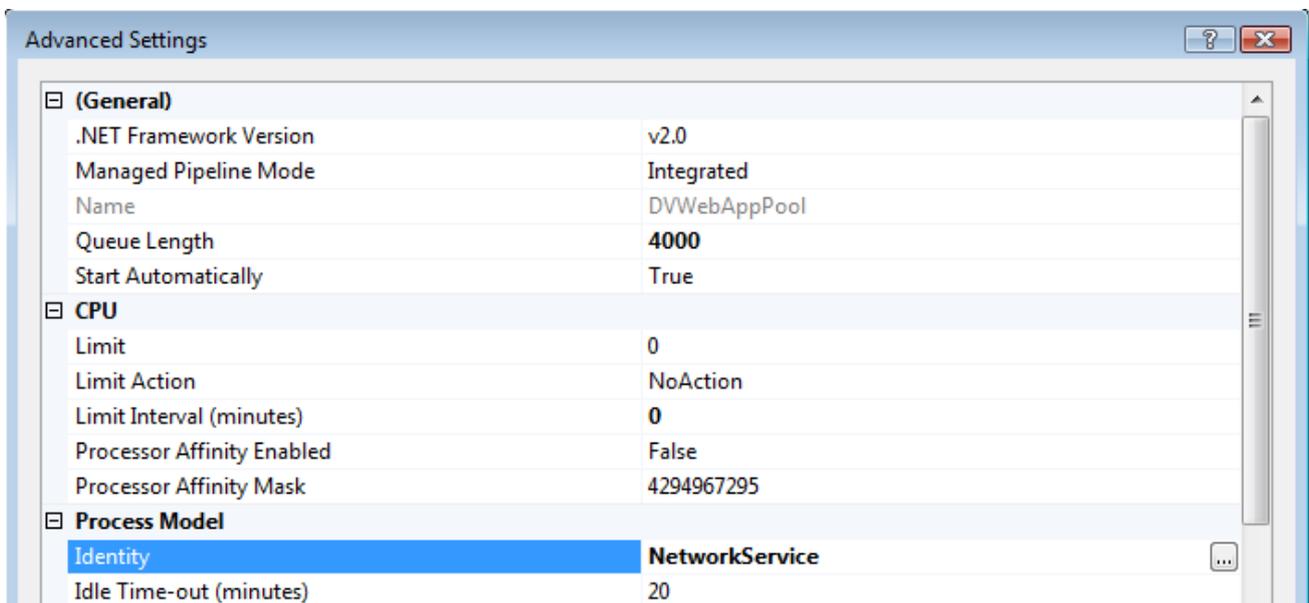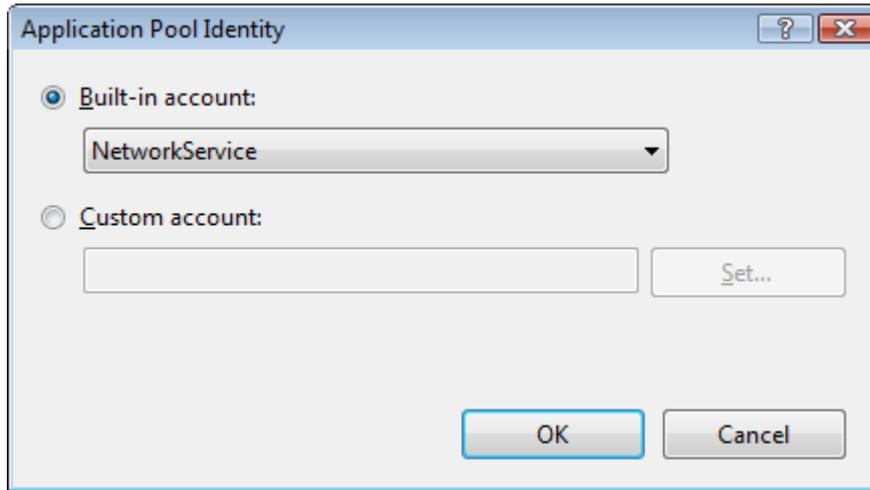
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5. If the DVWebAppPool stops again and you need to change the NetworkServices to Local System, select the DVWebAppPool and make a right mouse click, then select Advanced Settings…
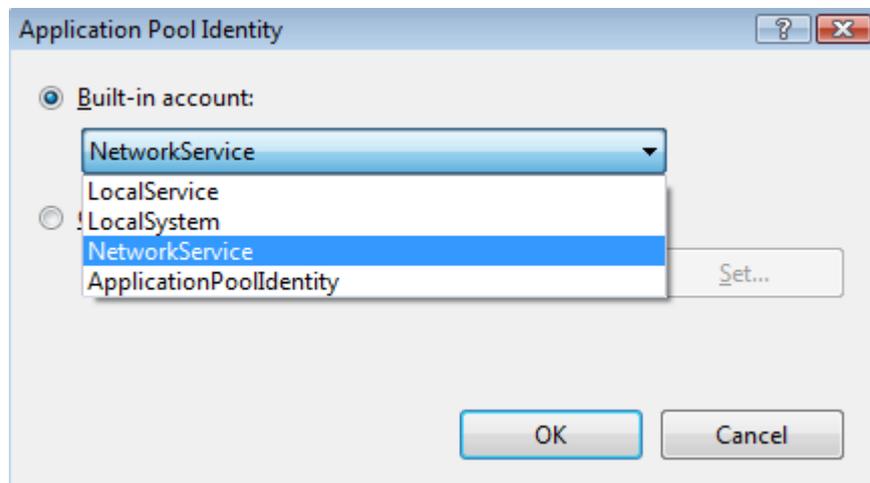
Name	Status	.NET Fram...	Managed Pipel...	Identity	Applications
Classic .NET AppPool	Started	v2.0	Classic	NetworkService	0
DefaultAppPool	Started	v2.0	Integrated	NetworkService	1
DVWebAppPool				NetworkService	1

Add Application Pool...
Set Application Pool Defaults...

▶ Start
■ Stop
🗘 Recycle...
▤ Basic Settings...
Recycling...

Advanced Settings...

Rename
✖ Remove

View Applications

❓ Help
Online Help

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

Advanced Settings

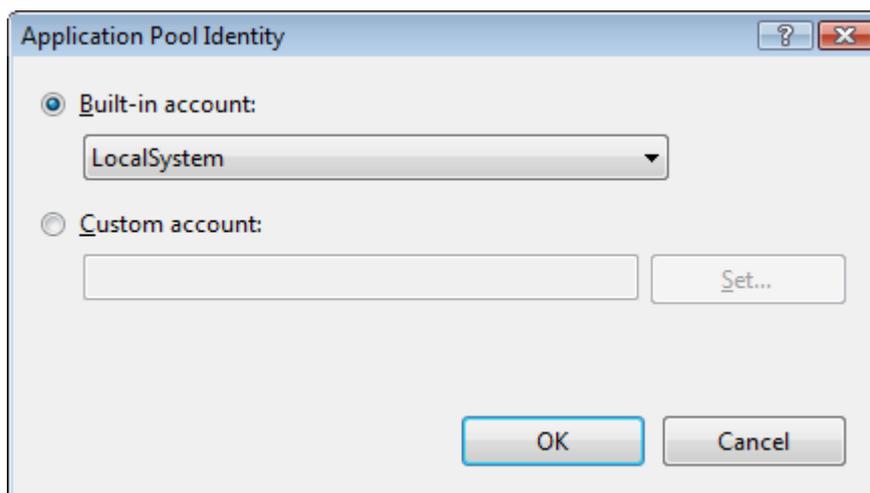| (General)	
.NET Framework Version	v2.0
Managed Pipeline Mode	Integrated
Name	DVWebAppPool
Queue Length	4000
Start Automatically	True
CPU	
Limit	0
Limit Action	NoAction
Limit Interval (minutes)	0
Processor Affinity Enabled	False
Processor Affinity Mask	4294967295
Process Model	
Identity	**NetworkService**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

7. Click the Browse button on the right:

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

9.   Click OK to validate.

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

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

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