

How to check if the application pools are running

Description

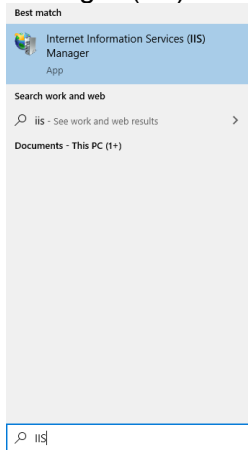
This guide explains how to check if the application pools are still working. It might happen that one of the application pools has crashed. In this case you can manually start the application pool to solve the issue.

Requirements

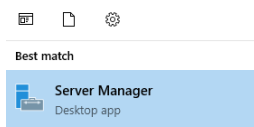
- Administrator access to the server where TEOS has been installed.
- Administrator access to IIS (Internet Information Services Manager)

How to check if the application pools are running.

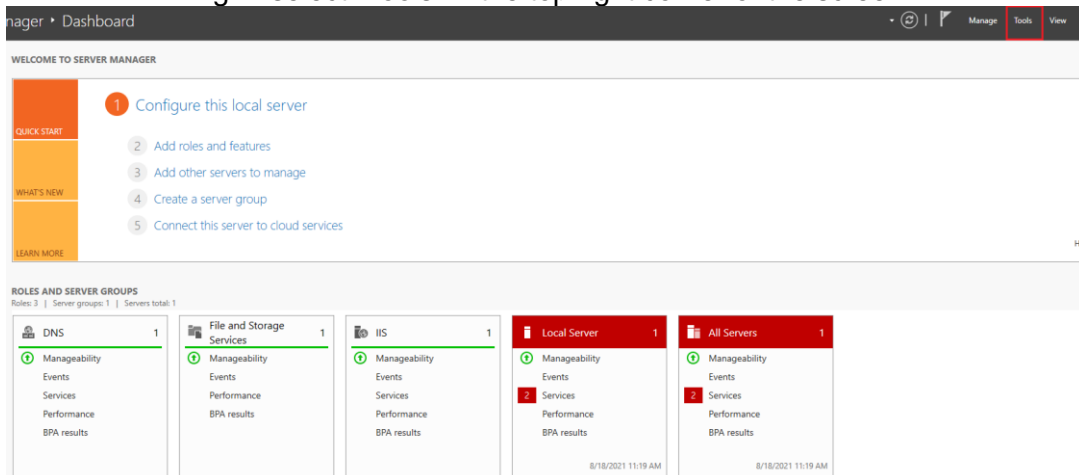
1. On your desktop click on the 'Start' menu and open 'Internet Information Services Manager (IIS)'.



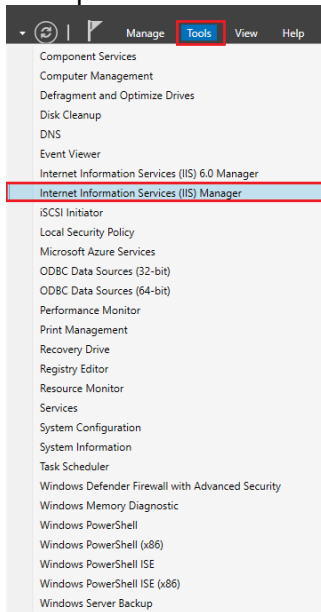
2. If you can't find 'IIS' in the 'Start' menu open 'Server Manager'.



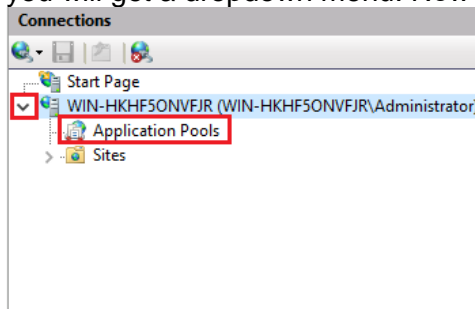
3. In 'Server Manager' select 'Tools' in the top right corner of the screen.



- A dropdown menu will show. Select 'Internet Information Services (IIS) Manager'



- A window will open that will show you the server name. is you open this with the arrow you will get a dropdown menu. Now select 'Application Pools'.

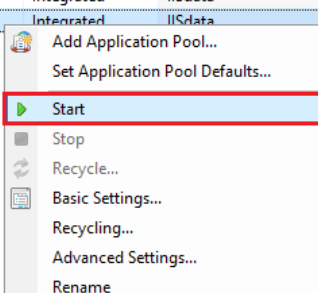


- You will see an overview of all the application pools. Check if status of all the application pools are set to 'Started'.

| Name | Status | .NET CLR V... | Managed Pipel... | Identity | Applications |
|--------------------|---------|---------------|------------------|----------------------|--------------|
| .NET v4.5 | Started | v4.0 | Integrated | ApplicationPoolId... | 0 |
| .NET v4.5 Classic | Started | v4.0 | Classic | ApplicationPoolId... | 0 |
| .NET v2.0 | Started | v2.0 | Integrated | ApplicationPoolId... | 0 |
| .NET v2.0 Classic | Started | v2.0 | Classic | ApplicationPoolId... | 0 |
| Classic .NET Ap... | Started | v2.0 | Classic | ApplicationPoolId... | 0 |
| DefaultAppPool | Started | v4.0 | Integrated | ApplicationPoolId... | 1 |
| fileprocessor | Started | v4.0 | Integrated | IISdata | 1 |
| screenecast | Started | v4.0 | Integrated | IISdata | 0 |
| watcherservice | Started | v4.0 | Integrated | IISdata | 0 |
| vw | Started | v4.0 | Integrated | IISdata | 0 |
| updateservice | Started | v4.0 | Integrated | IISdata | 0 |
| statsservice | Started | v4.0 | Integrated | IISdata | 1 |
| sonysalesapp | Started | v4.0 | Integrated | IISdata | 0 |
| presentationser... | Started | v4.0 | Integrated | IISdata | 1 |
| powerservice | Started | v4.0 | Integrated | IISdata | 0 |
| office365 | Started | v4.0 | Integrated | IISdata | 1 |
| meetingroom | Started | v4.0 | Integrated | IISdata | 0 |
| logging | Started | v4.0 | Integrated | IISdata | 0 |
| licenseservice | Started | v4.0 | Integrated | IISdata | 0 |
| htmlplayer | Started | v4.0 | Integrated | IISdata | 1 |
| google calendar | Started | v4.0 | Integrated | IISdata | 1 |
| filesyncservice | Started | v4.0 | Integrated | IISdata | 1 |
| eventservice | Started | v4.0 | Integrated | IISdata | 1 |
| designer | Started | v4.0 | Integrated | IISdata | 1 |
| dataservice | Started | v4.0 | Integrated | IISdata | 1 |
| app | Started | v4.0 | Integrated | IISdata | 0 |
| backbone | Started | v4.0 | Integrated | IISdata | 2 |

7. If one or more of the application pools are on status 'Stopped'. Right click the application pool which are on status 'Stopped' and select 'Start'.

| Name | Status | .NET CLR V... | Managed Pipel... | Identity | Applications |
|--------------------|---------|---------------|------------------|----------------------|--------------|
| .NET v4.5 | Started | v4.0 | Integrated | ApplicationPoolId... | 0 |
| .NET v4.5 Classic | Started | v4.0 | Classic | ApplicationPoolId... | 0 |
| .NET v2.0 | Started | v2.0 | Integrated | ApplicationPoolId... | 0 |
| .NET v2.0 Classic | Started | v2.0 | Classic | ApplicationPoolId... | 0 |
| Classic .NET Ap... | Started | v2.0 | Classic | ApplicationPoolId... | 0 |
| DefaultAppPool | Started | v4.0 | Integrated | ApplicationPoolId... | 1 |
| fileprocessor | Started | v4.0 | Integrated | IISdata | 1 |
| screencast | Started | v4.0 | Integrated | IISdata | 0 |
| watcherservice | Started | v4.0 | Integrated | IISdata | 0 |
| vw | Started | v4.0 | Integrated | IISdata | 0 |
| updateservice | Started | v4.0 | Integrated | IISdata | 0 |
| statservice | Started | v4.0 | Integrated | IISdata | 1 |
| sonysalesapp | Started | v4.0 | Integrated | IISdata | 0 |
| presentationser... | Started | v4.0 | Integrated | IISdata | 1 |
| powerservice | Started | v4.0 | Integrated | IISdata | 0 |
| office365 | Started | v4.0 | Integrated | IISdata | 1 |
| meetingroom | Started | v4.0 | Integrated | IISdata | 0 |
| logging | Started | v4.0 | Integrated | IISdata | 0 |
| licenseservice | Started | v4.0 | Integrated | IISdata | 0 |
| htmlplayer | Started | v4.0 | Integrated | IISdata | 1 |
| google calendar | Started | v4.0 | Integrated | IISdata | 1 |
| filesyncservice | Started | v4.0 | Integrated | IISdata | 1 |
| eventservice | Started | v4.0 | Integrated | IISdata | 1 |
| designer | Started | v4.0 | Integrated | IISdata | 1 |
| dataservice | Started | v4.0 | Integrated | IISdata | 1 |
| app | Started | v4.0 | Integrated | IISdata | 0 |
| backbone | Stopped | v4.0 | Integrated | IISdata | 2 |



This should solve your issue with TEOS, if not please contact our support department at support@teos.support

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