

SedonaWeb 2.0/API/Sedona-X Site 500.19 Error

01/04/2024 10:59 am EST

92150

Repair

Netfx repair tool

added application features in IIS

restarted IIS and app pool

<https://www.microsoft.com/en-us/download/details.aspx?id=30135>

<https://download.microsoft.com/download/2/B/D/2BDE5459-2225-48B8-830C-AE19CAF038F1/NetFxRepairTool.exe>

spot checking

hostfile for IP url dns issues

spot checking appsetting.json for connection strings

Ran the NetFxRepairTool

Recycled the app pool and restarted the site

Got the http error 500.19 - internal error

<https://stackoverflow.com/questions/9794985/config-error-this-configuration-section-cannot-be-used-at-this-path>
in IIS selected site

Selected "Feature Delegation"

searched for application settings

Application settings were not listed in the feature delegations

Went to server manager

Added all the WCF services

Reset IIS

Recycled the app pool and restarted the site

Site is now active

- Remoted to IIS server
- Checked Basic Settings
- Selected Connect as
- Set Specific user as the admin
- Went into Application pools
- Right clicked and selected advanced settings
- Changed the identity to the Admin
- Went into the Configuration editor
- Selected webserver
- Selected modules

- Unlocked section
- Went to Octopus
- Changed server IP address to 10.0.0.190
- Recycled the Application pool
- Restarted the Site
- Site is now accessible

[Yesterday 11:33 AM] James Fraser

don't have anything written up but it's just removing the section of the web config from <modules> to </modules>

87852

SedonaOffice updated to version 6.2.0.14

Successfully SedonaCloud API version 1.44.0.6

Unable to view site, getting 500.19 Internal Server Error

Checked Application Pool

Application pool identity is set to WHE\sapi

Checked Basic Settings

Test connection was successful

Went to the Configuration editor

Selected Webserver

Selected Modules

Got a configuration editor error

Reverted site back to 1.42.0.7

Tried the following steps :

selected Connect as

Tested the Connection

Successful

Went to Configuration Editor

Selected Webserver

Selected Modules

Got a Configuration Editor Error

Reverted site to version 1.42.0.7

- Confirmed with Alan Rama that port 1433 was open for SQL
- Checked Json settings for version 1.44.0.6 - IP address 10.0.10.192 - Ping received a response
- Checked Json settings for working version 1.43.1.1 - IP Address 10.0.0.190 - Ping failed to receive a response

- I changed the IP for 1.44.0.6 from 10.0.10.192 to 10.0.0.190 - Failed to launch site, Error 500.19
- Changed IP for 1.44.0.6 from 10.0.0.190 back to 10.0.10.192
- Getting 500.19 error for site 1.44.0.6
- repointed site back to version 1.43.1.1
- Confirmed Octopus connection string settings for version API version 1.44.0.6 - 10.0.10.192
- inside the Octopus directory, [C:\Octopus\Applications\SedonaCloud\SedonaCloud](#) a second SedonaCloud folder was created and version 1.44.0.6 was placed in that new folder copied the 1.44.0.6 folder into the previous folder and then pointed the site to that version
- Getting the 500.19 error .cc [@Fiona Beckstrom](#)

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