

500 Errors Returned from SedonaWeb2.0/SedonaAPI/SedonaX Site

01/09/2024 6:45 pm EST

HTTP Error 500.19 - Internal Server Error
The requested page cannot be accessed because the related configuration data for the page is invalid.

Detailed Error Information:

Module	IIS Web Core	Requested URL	https://sedonax.asmtrolsc.com:443/
Notification	BeginRequest	Physical Path	C:\Octopus\Applications\SedonaCloud\SedonaCloud\SedonaCloud\1.44.0.6
Handler	Not yet determined	Logon Method	Not yet determined
Error Code	0x80070021	Logon User	Not yet determined
Config Error	This configuration section cannot be used at this path. This happens when the section is locked at a parent level. Locking is either by default (overridesDefault="Deny"), or set explicitly by a location tag with overrideMode="Deny" or the legacy allowOverride="False".		
Config File	\\?C:\Octopus\Applications\SedonaCloud\SedonaCloud\SedonaCloud\1.44.0.6\web.config		

Config Source:

```
<!-- system.webServer -->  
<!-- remove name="WebDAVModule" />  
<!-- remove name="WebDAVModule" />
```

More Information:
This error occurs when there is a problem reading the configuration file for the Web server or Web application. In some cases, the event logs may contain more information about what caused this error.
[View more information...](#)

<https://learn.microsoft.com/en-us/troubleshoot/developer/webapps/iis/health-diagnostic-performance/http-error-500-19-webpage>

1. HRESULT code 0x8007000d
2. HRESULT code 0x80070021
3. HRESULT code 0x80070005
4. HRESULT code 0x800700b7
5. HRESULT code 0x8007007e
6. HRESULT code 0x800700c1
7. HRESULT code 0x8007010b
8. HRESULT code 0x8007052e
9. HRESULT code 0x80070003

The most common 500 error that will be referenced is related to 0x80070021 (#2) as in the screenshot above.

Current troubleshooting will have you edit the web.config file of the new deployment on IIS and remove the following lines. Ensure to save a copy of the web.config prior to editing.

```
<modules runAllManagedModulesForAllRequests="false">  
<remove name="WebDAVModule" />  
</modules>
```

After the lines have been removed and the web.config saved. Recycle the App Pool and Restart the website.

If there are still issues or the error changes, attempt to revert to the previous deployment and escalate the issue to

Development with screenshots and the following details:

API URL

Servername

API Version

IIS Version

.Net versions installed w/ dates