

# 503 Errors Returned from SedonaWeb2.0/SedonaAPI/SedonaX Site

12/29/2023 1:06 pm EST

HTTP Error 503. The service is unavailable.

□

The most common error returned from a SedonaWeb 2.0/API/X Site is Error 503. This generally means that the application pool is unavailable.

IIS 503 Errors	
Status Code	Reason Phrase
503.0	Application pool unavailable
503.2	Concurrent request limit exceeded
503.3	ASP.NET queue full
503.4	FastCGI queue full

Verify if the customer is Hosted or Enterprise.

Hosted customers - Ensure case is created with URL affected, last time it was known working, and a screenshot of error details and transferred to Cloud/IT queue.

Enterprise customers - Ensure a case is created with the URL affected, the last time it was known to work, and a screenshot of error details and send the below in an email to the customer that includes simple instructions for their IT.

Good Day [customer],

Typically, a 503 error returned from the site is due to the App Pool being stopped on the IIS server. If your IIS server recently went through a reboot or Windows update, you will want to make sure your IT checks that this is always running.

□

If you have access, right-click on the stopped SedonaCloud option and select Start

□

Then left click on the SedonaCloud option on the Left pane

□

Then click on Restart on the far right under Manage Website.

□

After about 90-120 seconds the site should load again and you can confirm functionality.

Regards,

**Bold Group Support**

Phone: (719) 593-2829 Fax: (719) 213-2502

4050 Lee Vance Drive, Suite 250. Colorado Springs, CO 80918

The information contained in this communication from the sender is confidential. It is intended solely for use by the recipient and others authorized to receive it. If you are not the recipient, you are hereby notified that any disclosure, copying, distribution or taking action in relation of the contents of this information is strictly prohibited and may be unlawful. If you have received this email in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.