

Moscore QM - Support #407

Web server not open properly

02/27/2020 02:24 AM - Anonymous

Status:	Resolved	Start date:	02/27/2020
Priority:	Low	Due date:	
Assignee:	Jamie Pate	% Done:	0%
Category:	Webserver	Estimated time:	0.00 hour
Target version:		Spent time:	2.00 hours
Description			
Ever since windows 10 update web server will not open properly On the preview tab has windows internet information screen When open in browser shows internet information See attached error			

History

#1 - 02/27/2020 02:52 AM - Jamie Pate

You should be able to select an alternate port for the web server in the moscore settings. You may also be able to remove IIS in the add/remove programs control panel page. Another option is to disable the IIS service in the services tab of the computer management control panel.

Instructions for uninstalling IIS:

<https://superuser.com/a/1377078>

#2 - 02/27/2020 10:23 PM - Walter Pate

Customer from GSQMRC called regarding a new error saying the 'RPC server was not active'.

On further investigation I found that he tried turning off or remove the IIS and this brought on the RPC server is not started error.

I tested starting the Webserver on my computer with the 2019 club key and the message that came up was the computer did not have valid access to the database.

My thoughts were that it may be because the 2019 club key was expired .

I then generated a 2020 club key and tried to start the webserver. It started right away with no error messages.

It appears that the user has to have the 2020 valid club key in order to start their webserver.

Awaiting the user to report back after they bring their subscription up to date

#3 - 02/27/2020 10:30 PM - Walter Pate

- Tracker changed from Bug to Support

- Status changed from New to Feedback

jamie april walter shawn ... issue trackers

awaiting feedback from customer when they enter valid 2020 club key

changed tracker from bug to support

#4 - 07/06/2020 03:03 PM - Walter Pate

- Status changed from Feedback to Resolved

- Priority changed from High to Low

fixed with renewal of 2020 subscription

Files

moscore issues.docx

289 KB

02/27/2020

Anonymous