

Sedona API/X/Web2.0 Site Error 503

Last Modified on 03/27/2025 12:43 pm EDT

Issue:

When you navigate to your SedonaAPI/Sedona-X/SedonaWeb2.0 url the site will not load and returns an error Service Unavailable / HTTP Error 503 message.

This also will prevent your Technicians from logging into Sedona-X Mobile.



Resolution:

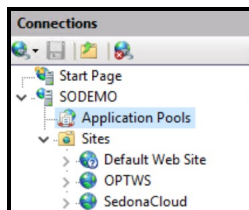
Your SedonaAPI, Sedona-X, SedonaWeb2.0 URL should be reachable at all times (both internally and externally) to your server and office network. It is designed to be public-facing as it will allow communication to your Sedona Databases via API calls, which is required for technicians in the field using Sedona-X mobile and customers to interact with their accounts, such as paying bills.

If the site is ever not reachable, confirm whether the issue is specific to the network or machine you are on. If it is replicable on other networks and devices, reach out to your IT or whoever administrates your Web Server (IIS).

HTTP Error 503. The service is unavailable

SedonaAPI/Sedona-X/Web 2.0 in Enterprise(on-premise) environments requires your IT/MSP team to investigate the site status in IIS on your web server. Typically, a 503 error returned from the site is due to the App Pool being stopped on the Web/ IIS server. If your IIS server recently went through a reboot or Windows updates, you will want to ensure your IT/MSP checks that this is always running post-updates and maintenance.

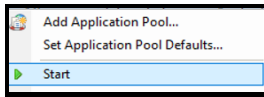
1. Navigate to Application Pools in IIS



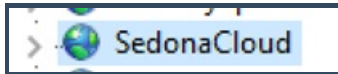
2. Locate your SedonaCloud/X/API Site App Pool

DashboardSite	Started	v4.0	Integrated	ApplicationPoold...
DefaultAppPool	Started	v4.0	Integrated	ApplicationPoold...
SedonaCloud	Stopped	No Managed Code	Integrated	ApplicationPoold...
SedonaSyncPool	Started	v4.0	Integrated	LocalSystem

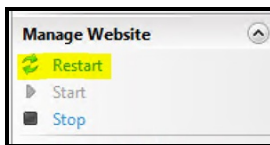
3. If you have the proper access, right-click on the stopped SedonaCloud option and select Start



4. Left click on the SedonaCloud option on the left pane



5. Click on restart on the far right under Manage Website



After about 90-120 seconds, the site should load again, and any tech/mobile app logins should also be working. If these steps should fail, reboot the IIS server, capture any relevant error messages attempting to start the app pool or load the site, and reach out to support for further assistance.

If you are seeing intermittent issues with connectivity to the site, you will want to have your IT/MSP Team investigate any recent Network/Firewall/DNS/ISP changes that could be impacting the site.