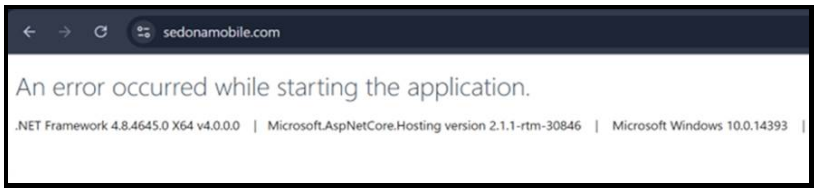
SedonaAPI/Sedona-X/SedonaWeb2.0 Site Error

Last Modified on 03/27/2025 4:24 pm EDT

Issue:

When you navigate to your SedonaAPI, Sedona-X, SedonaWeb2.0 URL, the site will not load and returns an error starting the application.

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



Resolution:

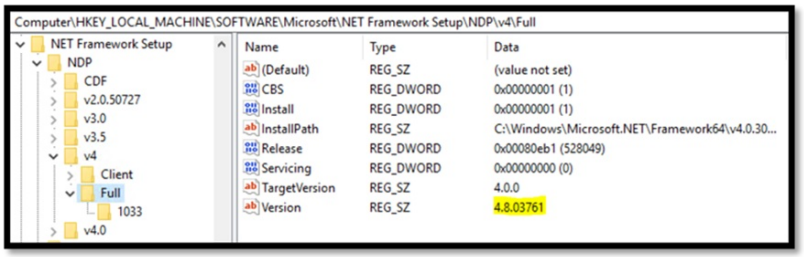
Your SedonaAPI, Sedona-X, and SedonaWeb2.0 URLs should be reachable at all times, both internally and externally to your server and office network. It is designed to be public-facing as it will allow communication to your Sedona Databases via API calls, which is required for Technicians in the field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

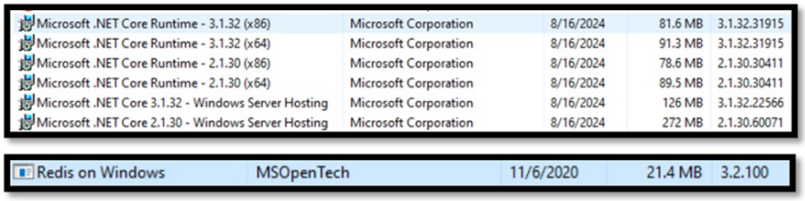
If the site is ever not reachable, confirm the issue is specific to the network or machine you are on and if replicable elsewhere, reach out to your IT or whomever administrates your Web Server (IIS).

Error occurred while starting the application

The error message is listing that something prevented the site application pool from starting. This could be from a number of things, it is best to have your Web Server Administrator or IT check the following:

1. Your web server IIS Services are started
2. The application pool for your site is started in IIS
3. Ensure all SedonaWeb2.0/API Pre-Requisites are installed and functional:
    - Microsoft . NET 4.8.0x + ASP .NET 2.1.3 Core Hosting + Redis 3.2.100 are still installed and functional





Microsoft .NET Core Runtime - 3.1.32 (x86)	Microsoft Corporation	8/16/2024	81.6 MB	3.1.32.31915
Microsoft .NET Core Runtime - 3.1.32 (x64)	Microsoft Corporation	8/16/2024	91.3 MB	3.1.32.31915
Microsoft .NET Core Runtime - 2.1.30 (x86)	Microsoft Corporation	8/16/2024	78.6 MB	2.1.30.30411
Microsoft .NET Core Runtime - 2.1.30 (x64)	Microsoft Corporation	8/16/2024	89.5 MB	2.1.30.30411
Microsoft .NET Core 3.1.32 - Windows Server Hosting	Microsoft Corporation	8/16/2024	126 MB	3.1.32.22566
Microsoft .NET Core 2.1.30 - Windows Server Hosting	Microsoft Corporation	8/16/2024	272 MB	2.1.30.60071
Redis on Windows	MSOpenTech	11/6/2020	21.4 MB	3.2.100

4. No recent changes to user or web folder permissions
5. No recent failed Windows updates or patching

If everything looks normal on the server but the site still will not load you may want to consider having your IT/MSP team restore the web server to a previous date when the site was working and review the Windows logs for any specific.