RECAST SOFTWARE

500.19 IIS Error

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Error Message: HTTP Error 500.19 - Internal Server Error

Potential Causes

- The IIS Web Core is missing or out of date

- WSUS is installed on the same box as Recast Management Server and is installing a 64-bit version, but not the 32-bit
  version, of the DynamicCompressionModule

Resolution

When the IIS Web Core is missing or out of date

Do the following:

1. Uninstall Recast Management Server.

2. Uninstall IIS.

3. Delete Recast Management Server and Recast Proxy security identifiers (SIDs) from the Registry.

4. Delete all Recast Management Server and Recast Proxy installers from the Registry.

5. Reinstall IIS.

6. Reinstall Recast Management Server.

7. Download the newest .NET Windows Core Hosting Bundle.

When WSUS has installed a 64-bit version the DynamicCompressionModule but not the 32-bit version

Do any of the following:

- Disable the XPress compression scheme for all pages and application pools

- Disable loading the XPress module for 32-bit application pools

- Install the 32-bit version of the XPress module

To disable XPress compression for all pages and application pools, run the following command to disable XPress
compression globally:

```
%windir%\system32\inetsrv\appcmd.exe set config -section:system.webServer/httpCompression /-[name='xpress']
```

To disable XPress for 32-bit application pools, edit the **C:\Windows\System32\inetsrv\config\ApplicationHost.config** file and add the following line in the section:

```
<scheme name="xpress" doStaticCompression="false" doDynamicCompression="true" dll="C:\Program Files\Update Services\WebServices\suscomp.dll" staticCompressionLevel="10" dynamicCompressionLevel="0" />
```

To install the 32-bit version of suscomp.dll, install WSUS on a 32-bit machine and copy the **suscomp.dll** file from that machine to `%windir%\SYSWOW64\inetsrv\` .