

Recast

503.2 IIS Error

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Error message: HTTP Error 503.2 – Service Unavailable. The `serverRuntime@appConcurrentRequestLimit` setting is being exceeded.

HTTP Error 503.2 – Service Unavailable

[The `serverRuntime@appConcurrentRequestLimit` setting is being exceeded.](#)

Most likely causes:

- Setting is too low.
- The application is taking too long for the current load.

Things you can try:

- Try increasing the value of the setting.
- Check that external resources (for example, disk, database, etc..) are performing at expected levels.
- Check that the application has not deadlocked.

Detailed Error Information:

Module	IIS Web Core	Requested URL	https://localhost:444/
Notification	BeginRequest	Physical Path	C:\Program Files (x86)\Recast Software\Recast Management Server
Handler	aspNetCore	Logon Method	Not yet determined
Error Code	0x00000000	Logon User	Not yet determined

Indications

- When you try to go to the Recast Management Server interface, you get a page saying there's a 503.2 Error.
- When you attempt to use the Right Click Tools, you will get an error saying that the tools were unable to connect to the Recast Management Server.

Probable Cause

This error usually occurs when too many endpoints are trying to connect to a server. The default limit is 5,000 concurrent connections. If you have more than 5,000 Recast Agents, you might come across this error.

Resolution

You can resolve the error by increasing the number of concurrent connections allowed.

To increase the concurrent connection limit:

1. Open IIS Manager and navigate to **Sites > Recast Management Server**.
2. Under **Management**, click **Configuration Editor**.
3. Navigate to **system.webServer** and select **serverRuntime**.
4. Change the **appConcurrentRequestLimit** to a higher value. We recommend increasing the value above the current number of Agents in your environment to provide a sufficient buffer, in case you add more later.