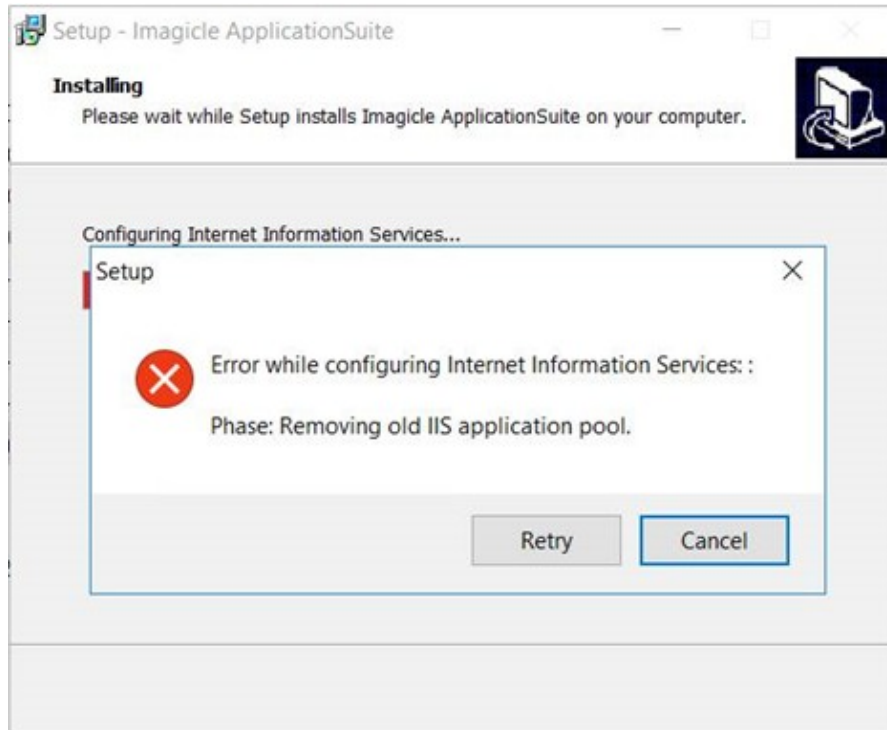imagicle·

Error while configuring Internet Information Services: Phase: Removing old IIS application pool

Description

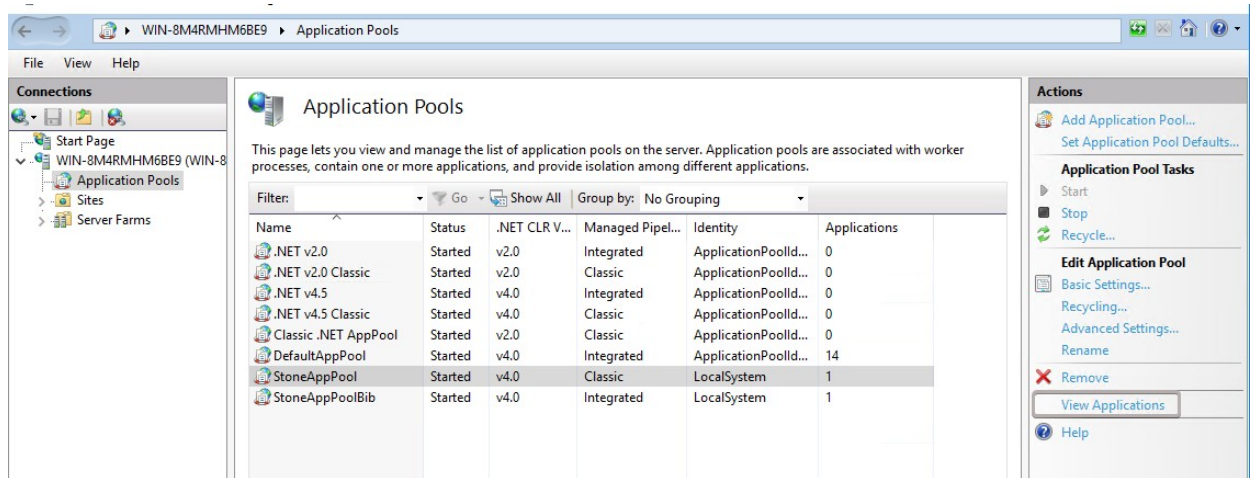During the updgrade of the Application Suite this error occurs:

Error while configuring Internet Information Services:
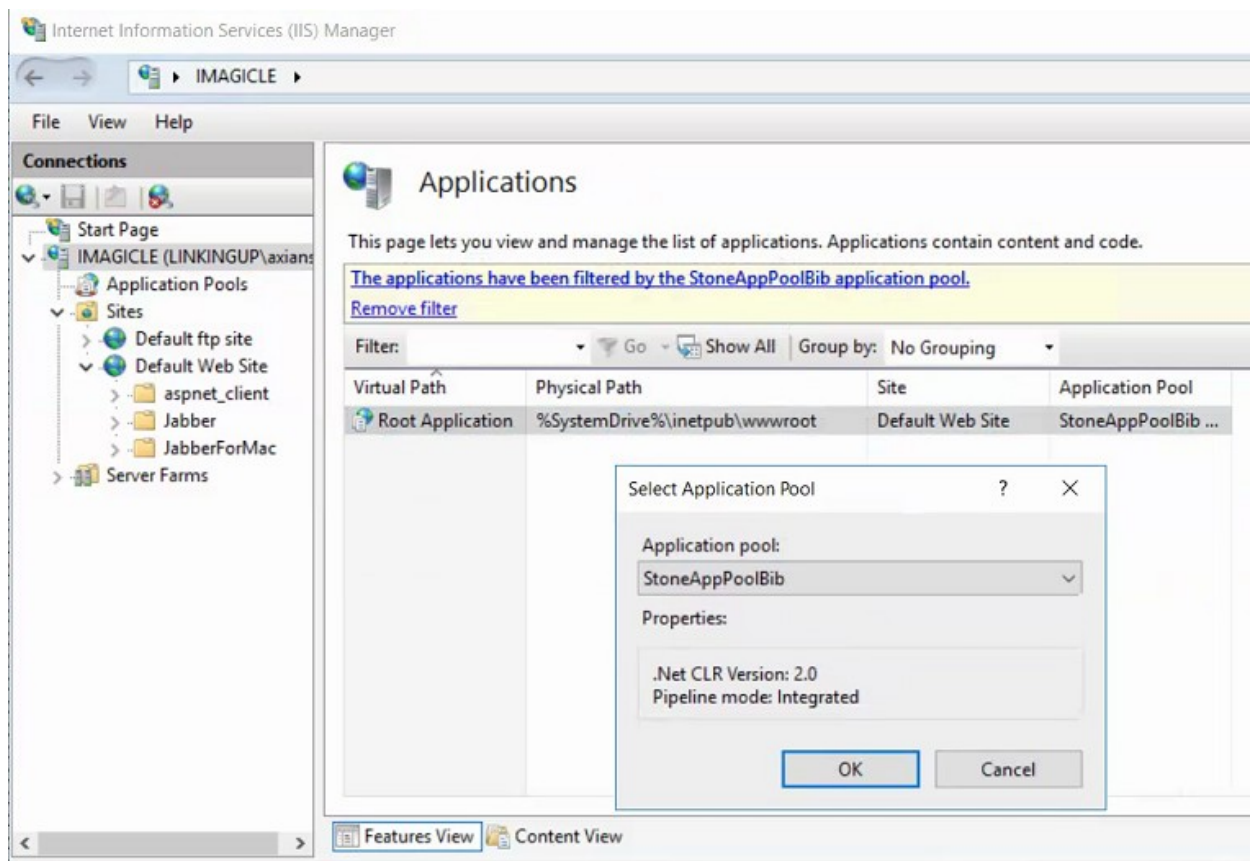Phase: Removing old IIS application pool

Cause

The issue is related to a wrong configuration of IIS.

Solution

- Open IIS (Internet Information Services (IIS) Manager
- Click on "Application Pools"
- Check if there is "StoneAppPoolBib" or "StoneAppPool" in the list
- Select "StoneAppPoolBib" or "StoneAppPool" and click on "View Applications"

- Double click on the Application in the list and change the Application Pool to "DefaultAppPool"

- Click on "Ok" then click on "Retry" in the Imagicle Application Suite error popup message