

RE: W3SVC EventId 1011 – DefaultAppPool/WWW fatal communication error

Source:

<http://www.tech-archive.net/Archive/Internet-Server/microsoft.public.inetserver.iis/2004-03/1026.html>

From: Kyle Terns [MSFT] (Kylet_at_online.microsoft.com)

Date: 03/08/04

Date: Mon, 08 Mar 2004 23:48:13 GMT

Hi Gabriel,

I'm not sure which registry keys you checked, but I've seen this issue when NETWORK SERVICE doesn't have permissions to HKLM\SYSTEM\ControlSet001\Services\InetInfo\Parameters and HKLM\SYSTEM\ControlSet001\Services\W3SVC\Parameters. If you already checked those, you might want to run RegMon while reproducing the issue to find out if there are other keys that do not have permissions.

Hope this helps!

Kyle Terns, MCSD [MSFT]
Support Engineer

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| From: gabiex@hotmail.com (Gabriel)
| Newsgroups: microsoft.public.inetserver.iis
| Subject: W3SVC EventId 1011 – DefaultAppPool/WWW fatal communication error
| Date: 5 Mar 2004 02:03:56 –0800
| Organization: <http://groups.google.com>
| Lines: 50
| Message-ID: <c9b7e912.0403050203.5051c162@posting.google.com>
| NNTP-Posting-Host: 62.99.88.2
| Content-Type: text/plain; charset=ISO-8859-1
| Content-Transfer-Encoding: 8bit
| X-Trace: posting.google.com 1078481036 951 127.0.0.1 (5 Mar 2004 10:03:56

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GMT)

| X-Complaints-To: groups-abuse@google.com

| NNTP-Posting-Date: Fri, 5 Mar 2004 10:03:56 +0000 (UTC)

| Path:

cpmsftngxa06.phx.gbl!TK2MSFTNGP08.phx.gbl!newsfeed00.sul.t-online.de!t-online.de!npeer.de.kpn-eurorings.net!news.glorb.com!postnews1.google.com!not-for-mail

| Xref: cpmsftngxa06.phx.gbl microsoft.public.inetserver.iis:297687

| X-Tomcat-NG: microsoft.public.inetserver.iis

| When this error occurs (find it below), sometimes, the application pool worker process (w3wp.exe) is recycled and other times is not, causing the iis6 to hang.

| We were pointed to a possible problem caused by a permissions conflict between the user we are running the application pool with (default built-in account NETWORK SERVICE) and certain registry entries. We tried changing this user by the default configurable one, IWAM_MachineName, which is a member of the IIS_WPG users group, which in theory is the group with the right permissions to run a worker process.

| We also had installed a DNS and DC/Active Directory in the same machine were the iis is running. To avoid possible problems, we uninstalled this and pointed to a remote DNS, using local IWAM_MachineName to run the iis.

| Well, none of these solutions worked so far. Last try has been including the IWAM_MachineName user within the Administrators group, to confirm whether the problem might be a permissions conflict or not. I'll let you know the outcome.

| So, has anyone found a solution or at least throw any light on this? It's driving us mad. Has anyone found out whether is an IIS6 or an application problem?

| Any help appreciated.

| Cheers,

| Gabriel.

| Event Type: Warning

| Event Source: W3SVC

| Event Category: None

| Event ID: 1011

| Date: 3/3/2004

| Time: 4:33:47 PM

| User: N/A

| Computer: EUP1PYSIR

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| Description:

| A process serving application pool 'DefaultAppPool' suffered a fatal
| communication error with the World Wide Web Publishing Service. The
| process id was '2816'. The data field contains the error number.

| For more information, see Help and Support Center at

| <http://go.microsoft.com/fwlink/events.asp>.

| Data:

| 0000: 6d 00 07 80 m. €

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