

## Introduction

Internet Information Services (IIS) is the Web Service that drives the Website portion of the CastNET services.

There are several reasons why IIS may need to be restarted.

- Users are not able to access the CastNET Website through the network.
- A User reports that they are getting a HTTP Error 404.
- A configuration change has been made to CastNET system that requires an IIS Restart.
- Windows Updates
- Permission Rights or Domain Policy changes.

The first thing to do is make sure the LAN or WAN is up and running. To test this, go to the local CastNET server and try accessing CastNET by opening a browser and typing in <http://localhost/login.aspx>.

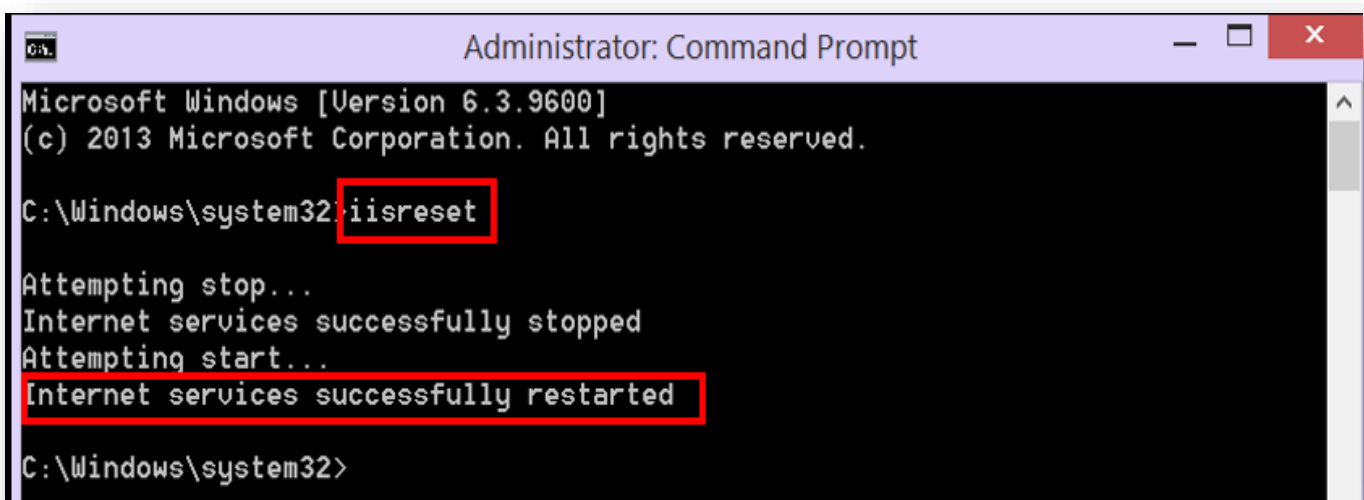
If you see the CastNET Login page then we know that CastNET is up and running and the issue is local to the Network. Contact your IT Network Administrator.

If you can't access the CastNET login page or are required to restart IIS due to a CastNET Configuration change, follow the steps below.

## Restart IIS on the CastNET Server

1. To reset IIS start an Administrator Command Prompt and type in **iisreset** and hit enter. Wait until you see you have had a successful restart.

**Note:** If IIS does not restart, call CastNET Support for assistance.



```
Administrator: Command Prompt
Microsoft Windows [Version 6.3.9600]
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C:\Windows\system32>iisreset

Attempting stop...
Internet services successfully stopped
Attempting start...
Internet services successfully restarted

C:\Windows\system32>
```