

## IIS 401.2 Unauthorized Error - Troubleshooting & Fix Guide

This guide helps resolve 401.2 Unauthorized errors when accessing IIS sites, including localhost, in environments using OutSystems and multiple application pools.

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### Issue:

401.2 Unauthorized - Indicates IIS received the request but could not authorize due to a configuration mismatch or missing permissions.

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### Step 1: Fix Global IIS Authentication Settings

1. Open IIS Manager
2. Select 'Default Web Site'
3. Click 'Authentication'
4. Ensure:
  - Anonymous Authentication: Enabled
  - Windows/Basic/Forms/Digest Authentication: Disabled (unless specifically needed)

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### Step 2: Fix NTFS Permissions on Default Site

Default path: C:\inetpub\wwwroot

PowerShell to apply permissions:

```
$sitePath = "C:\inetpub\wwwroot"
```

```
$appPoolUser = "IIS AppPool\DefaultAppPool"
```

```
$acl = Get-Acl $sitePath
```

```
$rule = New-Object System.Security.AccessControl.FileSystemAccessRule($appPoolUser,  
"ReadAndExecute", "ContainerInherit, ObjectInherit", "None", "Allow")
```

```
$acl.SetAccessRule($rule)
```

```
Set-Acl -Path $sitePath -AclObject $acl
```

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Step 3: Check and Fix web.config

Search for deny rules:

```
Select-String -Path "C:\inetpub\wwwroot\web.config" -Pattern "<deny users="
```

If you find:

```
<deny users="?" />
```

Replace with:

```
<authorization>
```

```
<allow users="*" />
```

```
</authorization>
```

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#### Step 4: Re-register IIS Components (optional cleanup)

```
dism /online /cleanup-image /restorehealth
```

```
sfc /scannow
```

Then re-register ASP.NET:

```
cd %windir%\Microsoft.NET\Framework64\v4.0.30319
```

```
aspnet_regiis.exe -i
```

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#### Step 5: Restart IIS

Run:

```
iisreset
```

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#### Step 6: Check Logs

Check IIS logs at:

```
C:\inetpub\logs\LogFiles\W3SVC1
```

Look for:

sc-status=401, sc-substatus=2

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Final Checklist:

- ☐ Anonymous Authentication enabled
- ☐ web.config does not deny anonymous
- ☐ NTFS permissions set for App Pool
- ☐ No conflicting auth modes
- ☐ IIS restarted after config changes

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Use this guide to resolve 401.2 errors effectively across default and custom IIS sites, especially when dealing with OutSystems or complex environments.