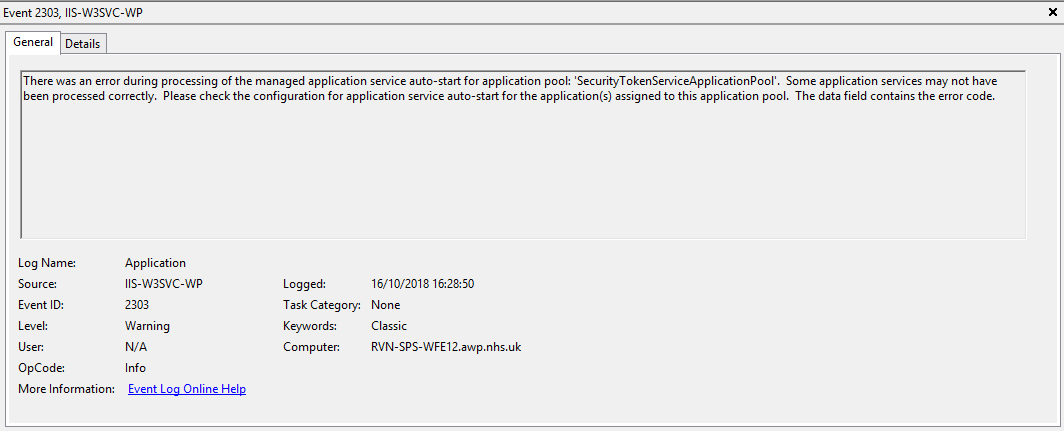
# HTTP 500 Internal Error accessing SharePoint - Details

## WFE-12

On WFE-12 The only 8306 errors are from 09/07/2106. But if the server has been restored from a VM snap we would potentially be missing entries.

But there are multiple entries dated 16/10/2018 and 18/07/2018 like this with Event ID 2303 on WFE-12 AND also WFE-11:

There was an error during processing of the managed application service auto-start for application pool: 'SecurityTokenServiceApplicationPool'. Some application services may not have been processed correctly. Please check the configuration for application service auto-start for the application(s) assigned to this application pool. The data field contains the error code.



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| **-** | **System** |

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|  |  | |  |  | | --- | --- | | **-** | **Provider** |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  |  | [ **Name**] | Microsoft-Windows-IIS-W3SVC-WP |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  |  | [ **Guid**] | {670080D9-742A-4187-8D16-41143D1290BD} |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  |  | [ **EventSourceName**] | W3SVC-WP | |

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|  |  | |  |  |  | | --- | --- | --- | | **-** | **EventID** | 2303 |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  |  | [ **Qualifiers**] | 32768 | |

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|  |  | |  |  |  | | --- | --- | --- | |  | **Keywords** | 0x80000000000000 | |

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|  |  | |  |  | | --- | --- | | **-** | **TimeCreated** |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  |  | [ **SystemTime**] | 2018-07-18T14:48:46.000000000Z | |

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|  |  | |  |  |  | | --- | --- | --- | |  | **EventRecordID** | 120323 | |

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|  |  | |  |  | | --- | --- | |  | **Correlation** | |

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|  |  | |  |  | | --- | --- | | **-** | **Execution** |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  |  | [ **ProcessID**] | 0 |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  |  | [ **ThreadID**] | 0 | |

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| **-** | **EventData** | | |

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|  |  | **ApplicationPool** | SecurityTokenServiceApplicationPool |

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|  |  |  | 02000780 |

**Binary data:**

In Words

0000: 80070002

In Bytes

0000: 02 00 07 80 ...

## WFE-22

On WFE-22 The event log errors below appear to correlate with the HTTP 500 errors in the IIS log and times of issues experienced by users.

See: <https://support.microsoft.com/en-gb/help/3114011/800703fa-illegal-operation-attempted-on-a-registry-key-that-has-been-m> for possible resolution

An exception occurred when trying to issue security token: Retrieving the COM class factory for component with CLSID {BDEADF26-C265-11D0-BCED-00A0C90AB50F} failed due to the following error: 800703fa Illegal operation attempted on a registry key that has been marked for deletion. (Exception from HRESULT: 0x800703FA)..

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| **-** | **System** |

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|  |  | |  |  | | --- | --- | | **-** | **Provider** |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  |  | [ **Name**] | Microsoft-SharePoint Products-SharePoint Foundation |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  |  | [ **Guid**] | {6FB7E0CD-52E7-47DD-997A-241563931FC2} | |

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|  |  | |  |  |  | | --- | --- | --- | |  | **EventID** | 8306 | |

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|  |  | |  |  | | --- | --- | | **-** | **TimeCreated** |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  |  | [ **SystemTime**] | 2018-10-24T14:00:00.859184600Z | |

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|  |  | |  |  |  | | --- | --- | --- | |  | **EventRecordID** | 85336 | |

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|  |  | |  |  | | --- | --- | | **-** | **Correlation** |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  |  | [ **ActivityID**] | {CD889B9E-CB62-00B6-9D4C-E0151979E9CD} | |

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|  |  | |  |  | | --- | --- | | **-** | **Execution** |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  |  | [ **ProcessID**] | 6956 |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  |  | [ **ThreadID**] | 8540 | |

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|  |  | |  |  | | --- | --- | | **-** | **Security** |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  |  | [ **UserID**] | S-1-5-21-1055202805-240928851-925700815-78150 | |
| **-** | **EventData** | |

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|  |  | **string0** | Retrieving the COM class factory for component with CLSID {BDEADF26-C265-11D0-BCED-00A0C90AB50F} failed due to the following error: 800703fa Illegal operation attempted on a registry key that has been marked for deletion. (Exception from HRESULT: 0x800703FA). |

2018-10-24 13:01:26 10.238.241.104 GET /sites/Meetings/SitePages/Home.aspx - 80 - 10.238.241.120 Mozilla/4.0+(compatible;+MSIE+7.0;+Windows+NT+6.1;+WOW64;+Trident/7.0;+SLCC2;+.NET+CLR+2.0.50727;+.NET+CLR+3.5.30729;+.NET+CLR+3.0.30729;+Media+Center+PC+6.0;+InfoPath.3;+.NET4.0C;+.NET4.0E) - 401 0 0 15

2018-10-24 13:01:26 10.238.241.104 GET /sites/Meetings/SitePages/Home.aspx - 80 - 10.238.241.120 Mozilla/4.0+(compatible;+MSIE+7.0;+Windows+NT+6.1;+WOW64;+Trident/7.0;+SLCC2;+.NET+CLR+2.0.50727;+.NET+CLR+3.5.30729;+.NET+CLR+3.0.30729;+Media+Center+PC+6.0;+InfoPath.3;+.NET4.0C;+.NET4.0E) - 401 1 2148074254 0

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2018-10-24 13:01:31 10.238.241.104 GET /sites/Meetings - 80 AWWT\RVN39233 10.238.241.120 Mozilla/4.0+(compatible;+MSIE+7.0;+Windows+NT+6.1;+WOW64;+Trident/7.0;+SLCC2;+.NET+CLR+2.0.50727;+.NET+CLR+3.5.30729;+.NET+CLR+3.0.30729;+Media+Center+PC+6.0;+InfoPath.3;+.NET4.0C;+.NET4.0E) - 500 0 0 15

2018-10-24 13:01:45 10.238.241.104 GET /sites/Meetings/SitePages/Home.aspx - 80 AWWT\RVN39233 10.238.241.120 Mozilla/4.0+(compatible;+MSIE+7.0;+Windows+NT+6.1;+WOW64;+Trident/7.0;+SLCC2;+.NET+CLR+2.0.50727;+.NET+CLR+3.5.30729;+.NET+CLR+3.0.30729;+Media+Center+PC+6.0;+InfoPath.3;+.NET4.0C;+.NET4.0E) - 500 0 0 15

2018-10-24 13:01:53 10.238.241.104 GET /sites/Meetings - 80 - 10.238.241.120 Mozilla/4.0+(compatible;+MSIE+7.0;+Windows+NT+6.1;+WOW64;+Trident/7.0;+SLCC2;+.NET+CLR+2.0.50727;+.NET+CLR+3.5.30729;+.NET+CLR+3.0.30729;+Media+Center+PC+6.0;+InfoPath.3;+.NET4.0C;+.NET4.0E) - 401 0 0 15

2018-10-24 13:01:53 10.238.241.104 GET /sites/Meetings - 80 - 10.238.241.120 Mozilla/4.0+(compatible;+MSIE+7.0;+Windows+NT+6.1;+WOW64;+Trident/7.0;+SLCC2;+.NET+CLR+2.0.50727;+.NET+CLR+3.5.30729;+.NET+CLR+3.0.30729;+Media+Center+PC+6.0;+InfoPath.3;+.NET4.0C;+.NET4.0E) - 401 1 2148074254 0

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2018-10-24 13:02:17 10.238.241.104 GET /browserconfig.xml - 80 - 10.238.241.120 Mozilla/4.0+(compatible;+MSIE+7.0;+Windows+NT+6.1;+WOW64;+Trident/7.0;+SLCC2;+.NET+CLR+2.0.50727;+.NET+CLR+3.5.30729;+.NET+CLR+3.0.30729;+Media+Center+PC+6.0;+InfoPath.3;+.NET4.0C;+.NET4.0E) - 401 0 0 0

2018-10-24 13:02:17 10.238.241.104 GET /favicon.ico - 80 - 10.238.241.120 Mozilla/4.0+(compatible;+MSIE+7.0;+Windows+NT+6.1;+WOW64;+Trident/7.0;+SLCC2;+.NET+CLR+2.0.50727;+.NET+CLR+3.5.30729;+.NET+CLR+3.0.30729;+Media+Center+PC+6.0;+InfoPath.3;+.NET4.0C;+.NET4.0E) - 404 0 2 27

2018-10-24 13:02:17 10.238.241.104 GET /browserconfig.xml - 80 - 10.238.241.120 Mozilla/4.0+(compatible;+MSIE+7.0;+Windows+NT+6.1;+WOW64;+Trident/7.0;+SLCC2;+.NET+CLR+2.0.50727;+.NET+CLR+3.5.30729;+.NET+CLR+3.0.30729;+Media+Center+PC+6.0;+InfoPath.3;+.NET4.0C;+.NET4.0E) - 401 1 2148074254 15

2018-10-24 13:02:17 10.238.241.104 GET /browserconfig.xml - 80 AWWT\RVN39233 10.238.241.120 Mozilla/4.0+(compatible;+MSIE+7.0;+Windows+NT+6.1;+WOW64;+Trident/7.0;+SLCC2;+.NET+CLR+2.0.50727;+.NET+CLR+3.5.30729;+.NET+CLR+3.0.30729;+Media+Center+PC+6.0;+InfoPath.3;+.NET4.0C;+.NET4.0E) - 500 0 0 31

2018-10-24 13:08:04 10.238.241.104 GET /sites/Meetings - 80 - 10.238.241.120 Mozilla/5.0+(Windows+NT+6.1;+WOW64;+Trident/7.0;+rv:11.0)+like+Gecko - 401 0 0 0

2018-10-24 13:08:04 10.238.241.104 GET /sites/Meetings - 80 - 10.238.241.120 Mozilla/5.0+(Windows+NT+6.1;+WOW64;+Trident/7.0;+rv:11.0)+like+Gecko - 401 1 2148074254 15

2018-10-24 13:08:04 10.238.241.104 GET /sites/Meetings - 80 AWWT\RVN39233 10.238.241.120 Mozilla/5.0+(Windows+NT+6.1;+WOW64;+Trident/7.0;+rv:11.0)+like+Gecko - 500 0 0 15