# HTTP 500 Internal Server Error accessing SharePoint

Several users have experienced HTTP 500 errors when accessing SharePoint. These errors are intermittent, and go away after a time. However deleting the IE cache and restarting IE does NOT fix the issue.

The only related errors I can find in the Windows Event log for today have EventID 8306 and all the errors are on WFE-22. The event log entries all appear to correlate with the HTTP 500 errors in the IIS logs on the same server at the known times issues were being experienced by users.

There is a Microsoft support article which describes the issue and has two resolutions – the second resolution seems most appropriate.

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

There are no 500 errors in the IIS logs for today on any other of the WFE servers.

We think the second resolution proposed by Microsoft (see below) should be applied to all WFE servers, since it seems that this error could start happening on any of the WFE servers in the farm. Possibly the fix should also be applied to the APP servers and OOS servers for safety as well.

Unfortunately we do not have a way to reproduce the error currently, so we cannot test that the fix has resolved the problem.

NOTE: I have tried directing all requests to WFE-22 via an edit to the windows hosts file but this does not reliably reproduce the error. Since the error is intermittent and may only last for a while for any given client PC it is difficult to test. We don’t have a good explanation for this behaviour.

## Resolution

This is the resolution proposed by Microsoft.

Disable the related Windows User Profile Service feature. To do this, follow these steps:

1. Open the Group Policy editor (Gpedit.msc) on the affected server.
2. Open the UserProfiles folder in the following path:

Computer Configuration > Administrative Templates > System > UserProfiles

1. Locate the **Do not forcefully unload the user registry at user logoff** setting.
2. Change the setting to **Enabled**.

## Event Log error details

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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|  |  | |  |  |  | | --- | --- | --- | |  | **Opcode** | 0 | |

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|  |  | |  |  |  | | --- | --- | --- | |  | **Keywords** | 0x2000000000000000 | |

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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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|  |  | |  |  |  | | --- | --- | --- | |  | **Computer** | RVN-SPS-WFE22.awp.nhs.uk | |

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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). |

## Example IIS 500 Error

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

2018-10-24 13:01:26 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 31

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

2018-10-24 13:01:53 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 31

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