# Work instruction: running websites and application pools

This document describes the work instruction of the daily check “Running Websites And Application Pools”. The goal of this work instruction is to check the status of all websites and application pools on all SharePoint servers in the environment.

# Involved servers

|  |  |  |
| --- | --- | --- |
| Acceptance | Production | Disaster Recovery |
|  |  |  |

# Steps

|  |  |
| --- | --- |
| Step | Screenshot |
| **Important: Perform these steps on all SharePoint servers in the farm** | |
| Step 1:  Open a RDP session to the server |  |
| Stap 2:  Open the IIS Manager |  |
| Stap 3:  Open the server and select “Application Pools” |  |
| Step 4:  All Application Pools in the list should be running, except for “SharePoint Web Services Root” and the default .NET and IIS application pools.  If this isn’t the case: Create an incident to have this investigated. |  |
| Step 5:  Select “Sites” |  |
| Stap 6:  All Sites in the list should be running, except for the default IIS websites.  If this isn’t the case: Create an incident to have this investigated. |  |
| Step 7:  Record your findings in the “Registration list Periodic Checks” |  |

# Automatic check

This check is part of the Periodic Checks script, which means the above checks do not have to be performed manually. Analysis will take place by reviewing the generated e-mail and taking actions if issues are reported.

# resolution

Start all websites and/or application pools that aren’t Started but should have been started, by logging onto the server, opening the IIS Manager, selecting the site/application pool and clicking “Start”.