WaspTime Web v7: At login, employees immediately receive message: Your session timed out.

Scott Leonard - 2017-08-10 - in Version 7
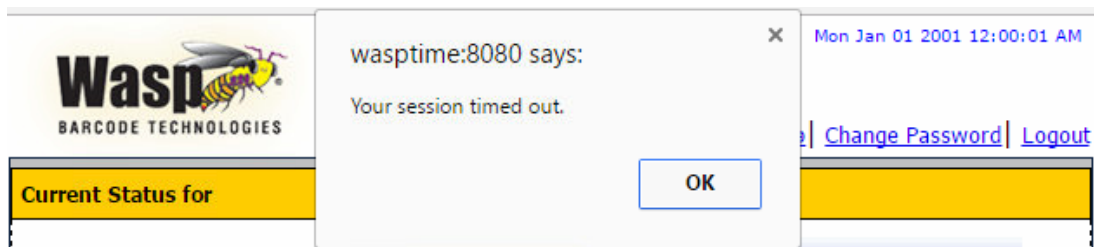
Symptoms

- After logging into WaspTime Web, all employees receive the message "Your session timed out." and cannot perform any actions.

- The date/time in the upper right corner may be reported as Mon Jan 01 2001 12:00:01 AM (seen on Windows Server 2012) or Tue Jan 1 1901 12:01:00 AM (seen on Windows Server Standard (c)2007).

Potential Resolution 1. Change a setting in IIS Manager:

a. Launch IIS Manager.
b. In the left pane, click on Application Pools.
c. In the middle/large pane, right-click on WaspTimeWebAppPool, Advanced Settings.
d. If needed, expand Process Model.
e. 2 or 3 lines down, click in the Identity line, then click the ... button that appears at the right.
f. Pop down the Built-in account menu, select ApplicationPoolIdentity.
g. Click OK, then OK again.

h. Right-click the WaspTime Web site, Manage Website, Stop. (Note: Do not click the Restart option here.)
i. Wait a few seconds.
j. Right-click the WaspTime Web site, Manage Website, Start.

k. Log into WaspTime Web to test the fix.

Potential Resolution 2. Check/install Server Side Includes:
If the previous method does not fix the problem, check/install Server Side Includes:

a. Launch Server Manager.
b. At the left, click IIS.
c. In the right pane, scroll all the way down to the ROLES AND FEATURES section.
d. At the right side, pop down the TASKS menu to Add Roles and Features.
e. Click Next (for the default setting of Role-based or feature-based installation).
f. Click Next (for the default setting of the present server).
g. In Roles, scroll down and expand Web Server (IIS), Web Server, Application Development.
h. Check the box Server Side Includes.
i. Next, Next, Install.
j. Wait until the Feature installation completes.

k. If the window instructs you to restart the server, that may not be necessary. Continue this procedure, but if the problem is not fixed in step 2q, restart the server as prompted, then test again.

l. Click Close.

m. Launch IIS Manager.

n. Right-click the WaspTime Web site, Manage Website, Stop. (Note: Do not click the Restart option here.)

o. Wait a few seconds.

p. Right-click the WaspTime Web site, Manage Website, Start.

q. Log into WaspTime Web to test the fix.