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## FastCGI errors on Windows

Ben Henley - 2017-11-09 - [2 Comments](#) - in [Installation & Upgrades](#)

### Question:

I'm installing Deskpro Download on Windows with IIS, and when I test my phpinfo() output I get an error like this:

HTTP Error 500.0 - Internal Server Error

C:\PHP\php-cgi.exe - The FastCGI process exited unexpectedly

I also get a "CGI / FastCGI has stopped working" pop-up.

How do I fix this?

### Answer:

This can be caused by having the wrong version of PHP installed, or not having the correct Visual C++ Redistributable installed.

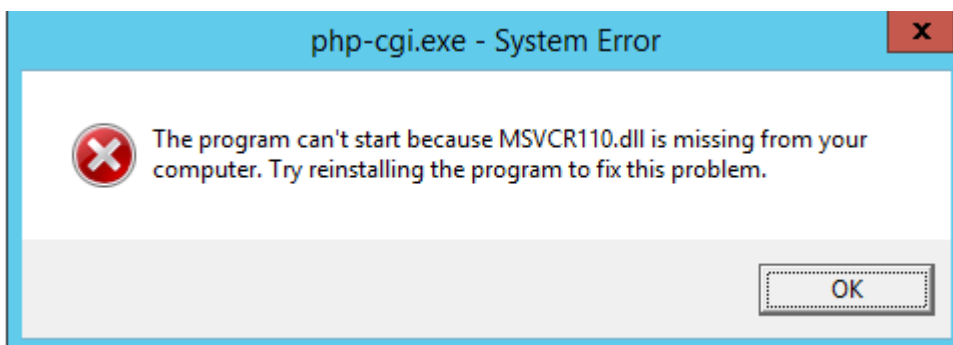
#### Make sure you have installed the correct version of PHP

You must use an x86 non-thread safe version of PHP with IIS.

If you installed PHP with the Microsoft Web Platform Installer, make sure you selected the correct version. Otherwise, make sure you used the [x86 non-thread safe version from the PHP site](#).

#### Install the correct Visual C++ Redistributable

Run php-cgi.exe from the command line. If you get an error about a missing MSVCR dll like this:



you need to install a Visual C++ Redistributable.

For PHP 5.5 or 5.6, you will need to install [Visual C++ Redistributable for Visual Studio 2012](#). Make sure to install the x86 version.

For PHP 5.4, you will need to install Visual C++ Redistributable for VS 2008 [x86](#).

## Comments (2)

Tossen Macs Tue, 16th Sep 2014 5:36 pm

0 down vote

I was able to resolve the problem after several efforts. The server just needed the update <http://www.microsoft.com/en-us/download/details.aspx?id=306...> (Visual C++ Redistributable for Visual Studio 2012 Update 3. Hope it help you too. Good LUCK

giselle jane noynay Sat, 22nd Nov 2014 11:37 am

i met this issue while installing php manually for iis 8 but it led me to a two-day demise, the following solutions worked for me :

// turn on iis first using windows turn on and turn off feature

\* deleted the non thread safe version of php

\*installed php using this link <http://php.iis.net/> --- (click " install php now")it will install web platform installer, and through that, you can install php, leave everything check (default ---php drivers, php,etc)

\*once done, open internet information services manager/iis

\*on the features view(middle panel), scroll down and double click "default document"

\*on the user-right hand side, under actions panel, click enable

\*on your browser, check if it works now : <http://localhost>

BUT if the port 80 is used already, change iis port from 80 to any number, mine is 8080 (commonly preferred)

To change port number of iis :

\*under connections panel - left user hand side, click Default Web Site (expand the entries)

\*under actions panel-user right hand side, UNDER edit site, click bindings

\*highlight the port 80 selection, click the edit button

\*on the edit site binding dialog box, on the port textbox, input 8080 (if that is the port number you prefer)

\*hit ok

\*on the browser, input <http://localhost:8080/>

\*if everything works fine and if you already have a php file on your wwwroot folder, example (info.php)

you should be able to see that on the page

(if you don't have a php file yet)

open notepad or any php editor that you have and type the following:

```
<?php phpinfo(); ?>
```

then save it to C:\inetpub\wwwroot as info.php

refresh your browser and check if everything works fine

well, these are just the things i did, it may or may not work for you(hopefully it does), i had also encountered that missing dll, though i had it on the system and the above steps worked fine with me