Deskpro

FastCGI errors on Windows

Ben Henley - 2021-09-02 - Comments (2) - Deskpro Legacy

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.
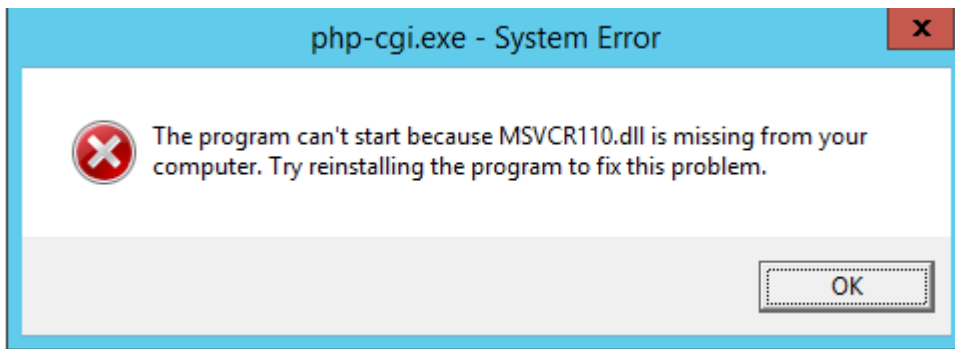
Make sure you have installed the correct version of PHP

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)

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TM **Tossen Macs**

пред 8 години

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....?id=306... (Visual C++ Redistributable for Visual Studio 2012 Update 3. Hope it help you too. Good LUCK

gn **giselle jane noynay**

пред 8 години

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