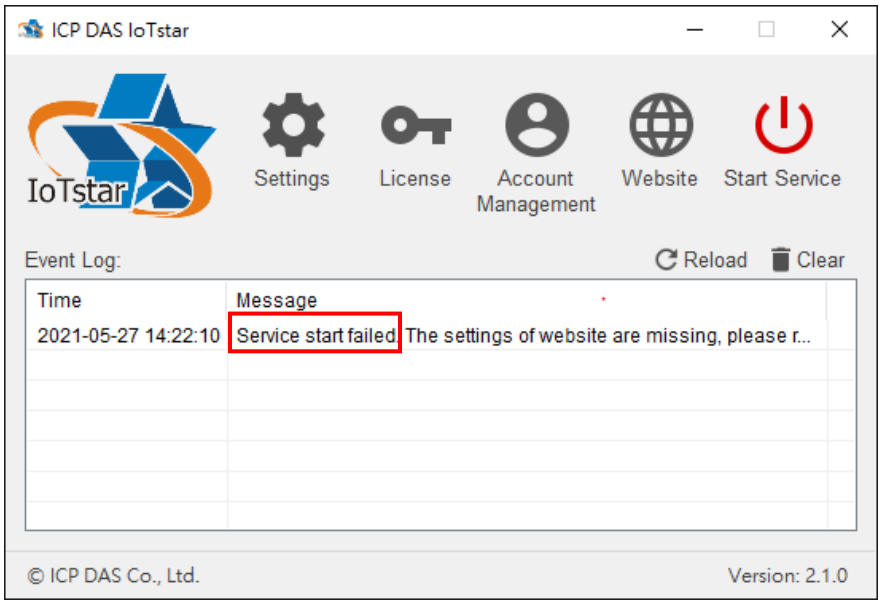
Q: "Service start failed" shown on IoTstar system interface as below.

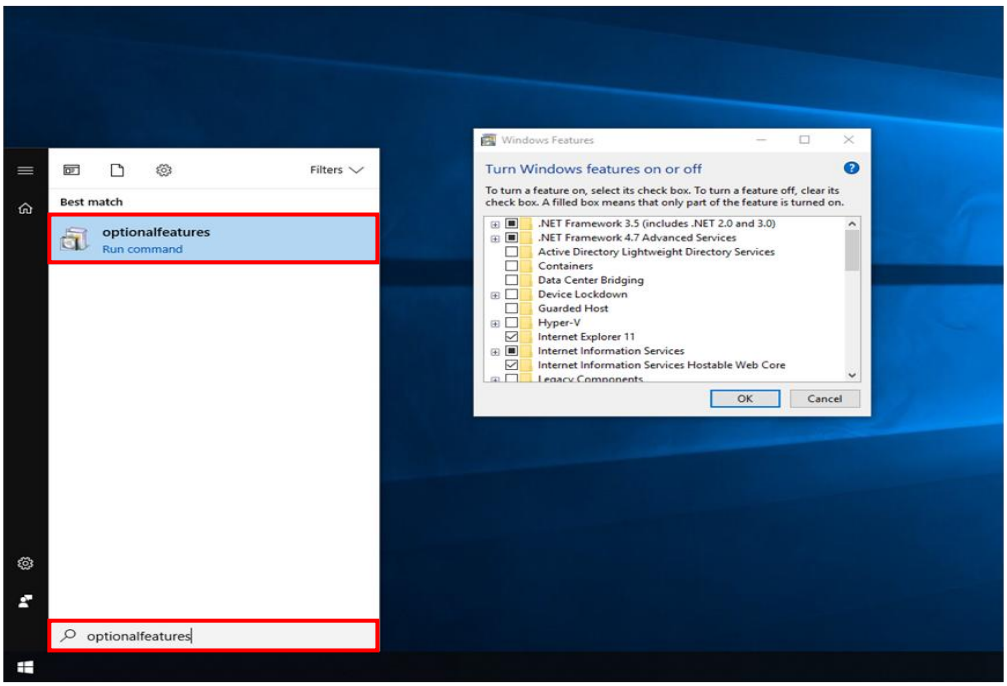


Please Confirm whether IIS (Internet Information Services) has been installed, or not. If it has not been installed, please refer to the following steps to complete the installation.

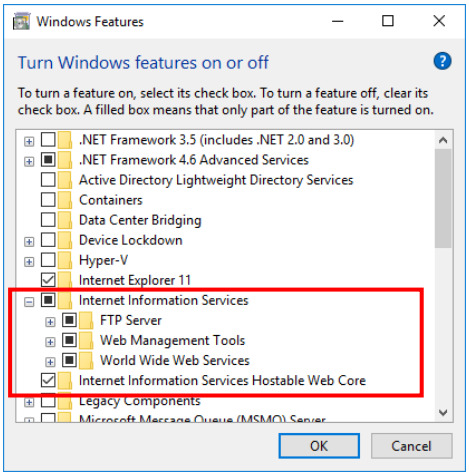
1. The installation of IIS (Internet Information Services)

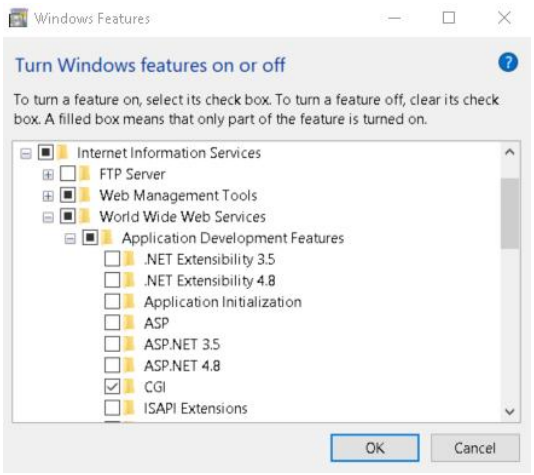
   - Windows 10

     Click "Start" button, or press the "WIN key" on the keyboard, enter the keyword of "optionalfeatures" to open “Windows Features” window.



On the “Windows Features” window, enable all options under the “Internet Information Services” and enable “Internet Information Services Hostable Web Core”. Please also enable the "CGI" item, then click “OK” to apply the changes and close the program.

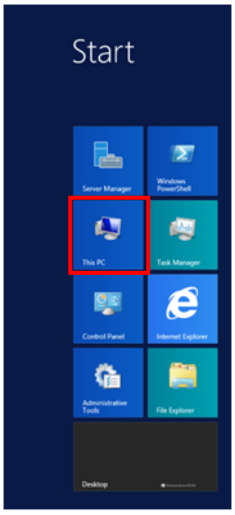




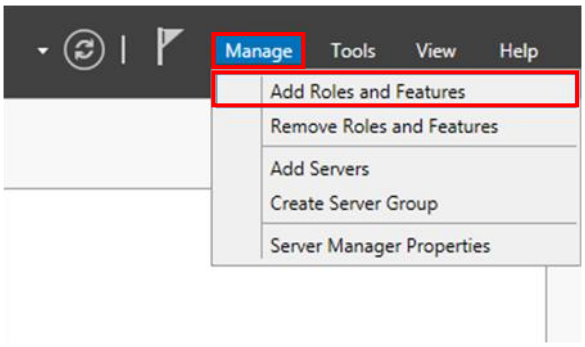
- Windows Server 2012

  Open “Server Manager” in “Taskbar” or “Start Menu”

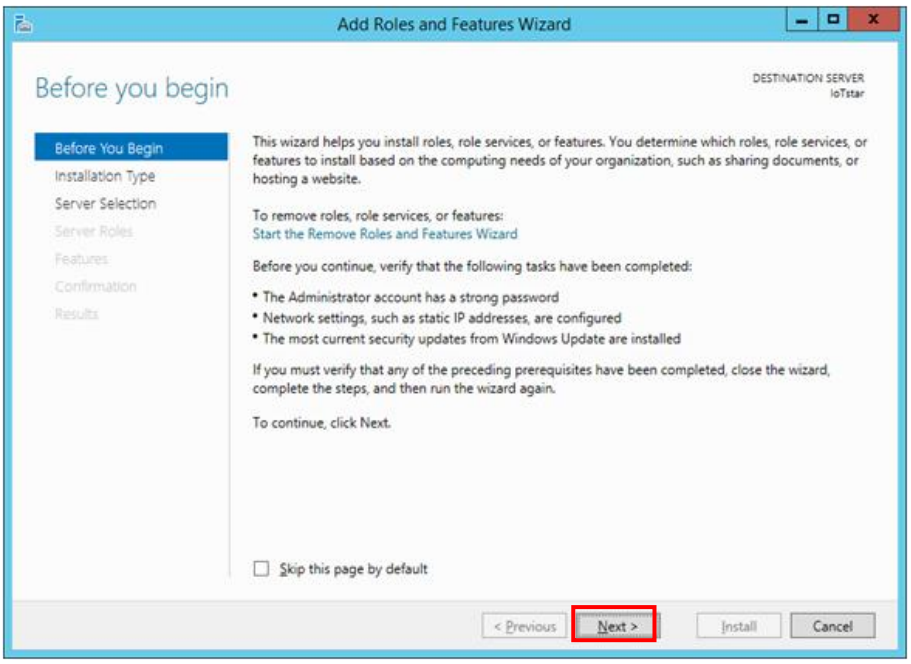




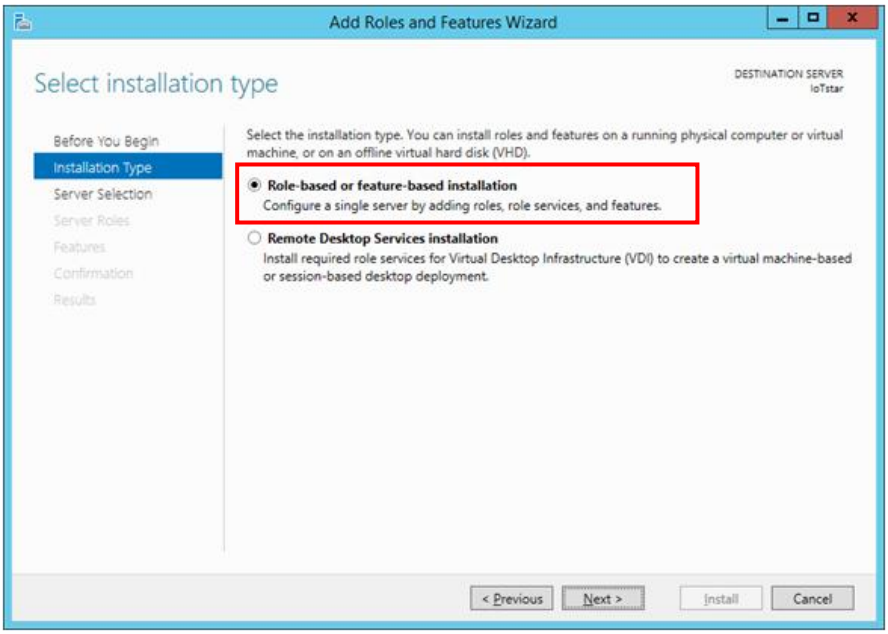
Click “Manage” on the right upper side on the “Server Manager” window, and then click “Add Roles and Features”.



The “Add Roles and Features Wizard” window will pop up; read the information in “Before you begin”, then click “Next”.

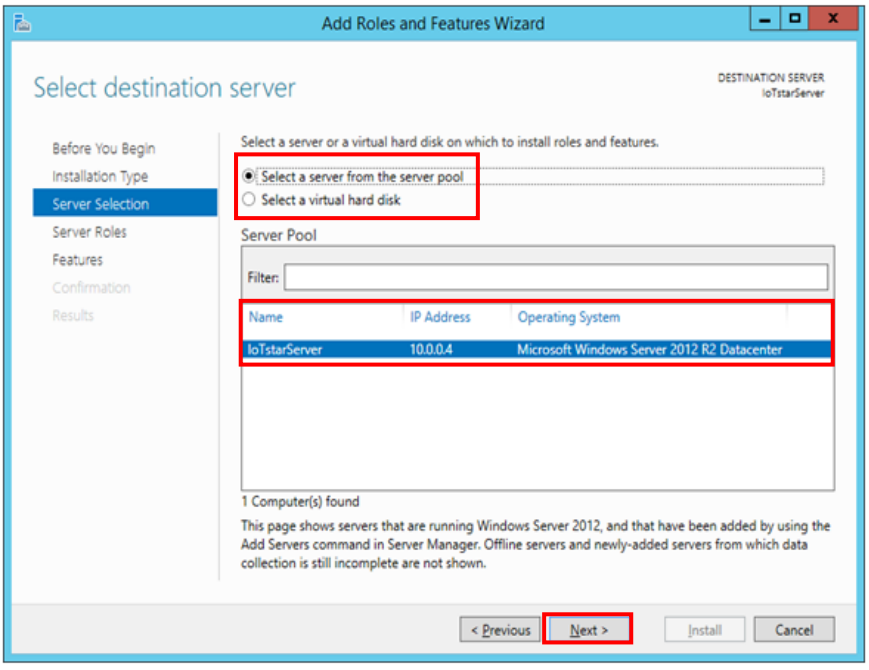


In the “Select installation type” window, select “Role-based or feature-based installation”, then click “Next”.



In the “Select destination server” window, select which server you are going to install “Server Roles and Features” on, and then click “Next”.

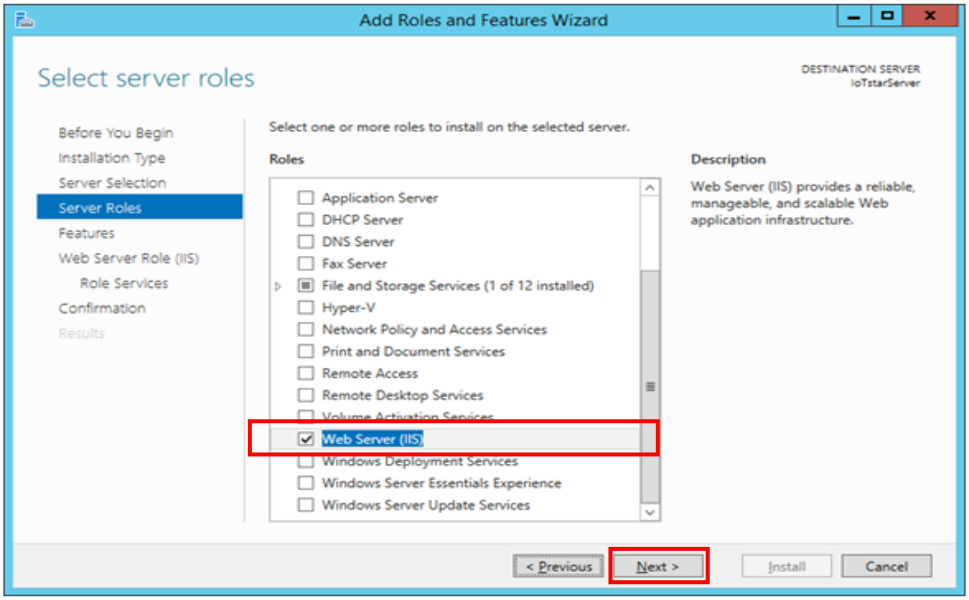
Please note: In the following example, the “Select a server from the server pool” item is selected and the server “IoTstarServer” in the “Server Pool” is selected to perform the installation. Please select the server for the installation as you require.



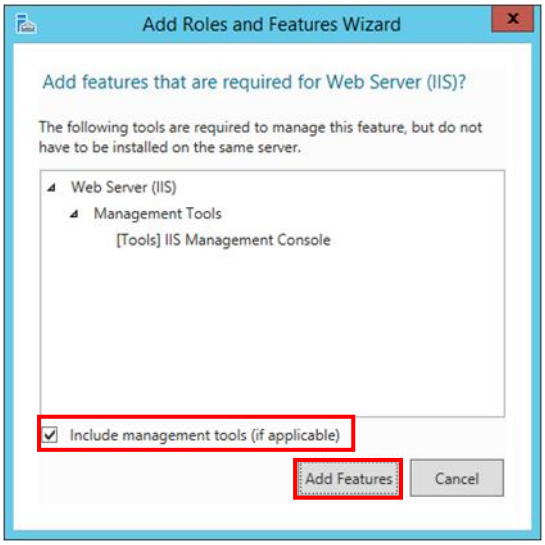
In the “Select server roles” window, select the server roles you need from the list and click “Next”.

Roles

A. Web Server (IIS)



Please note: after the “Web Server (IIS)” is checked, the following window will pop out, please check the “Include management tools (if applicable)”, and then click “Add Features”.

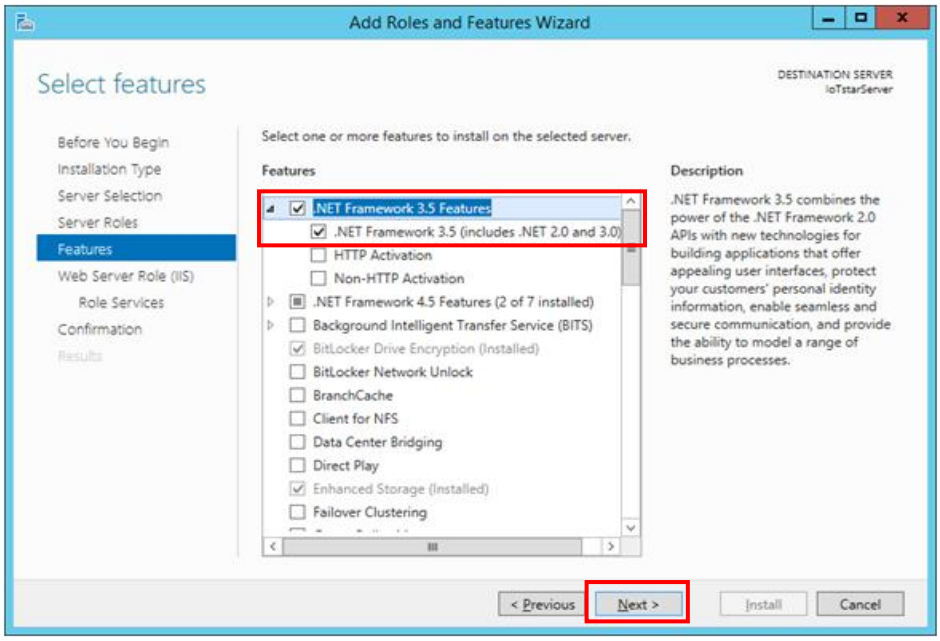


In the “Select features” window, select the Features as required from the list and then click “Next”

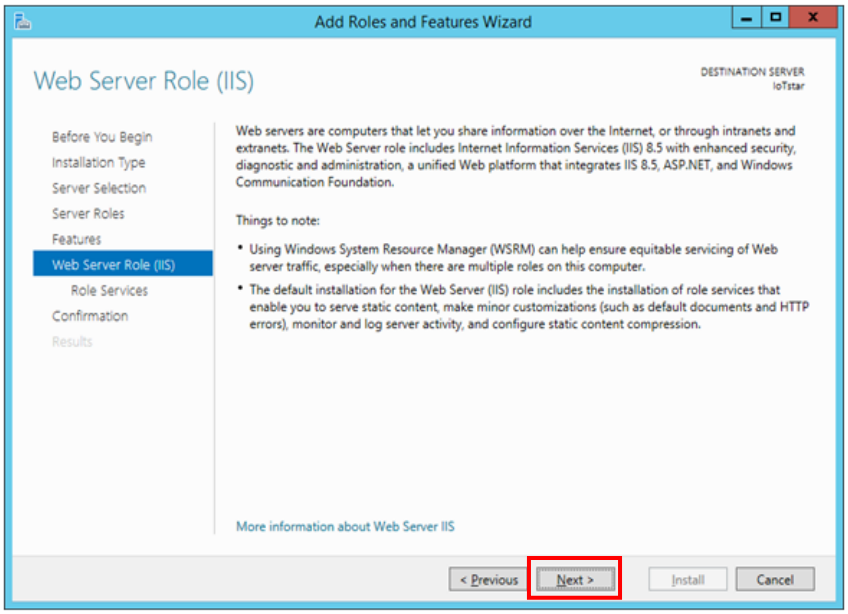
Features

A. .NET Framework 3.5 Features

I. .NET Framework 3.5 (inludes .NET 2.0 and 3.0)



Read the information on the “Web server Role (IIS)” window and then click “Next”.



In the “Select Role Services” window, select the Web Server Roles as you need from the list and then click “Next”.

Role Services

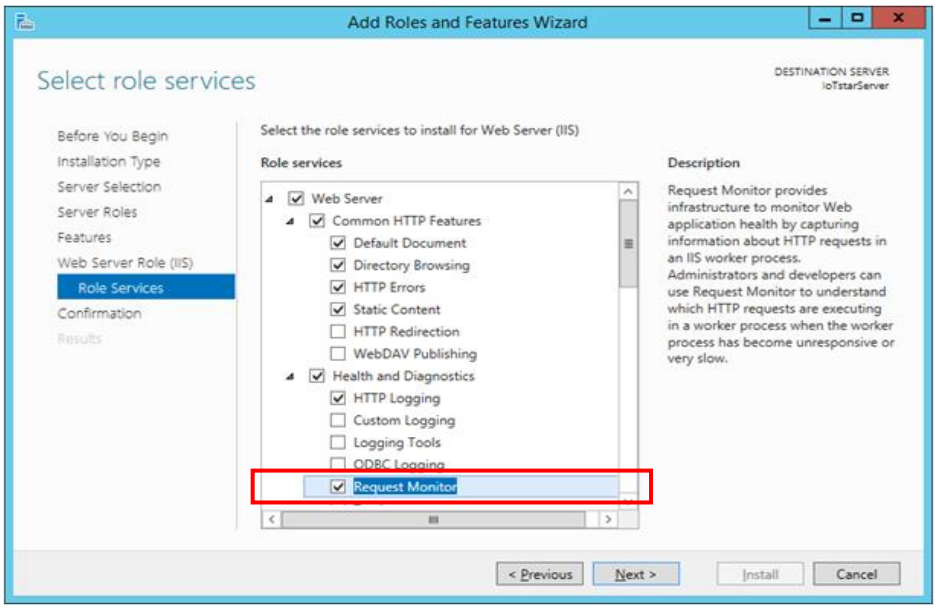
A. Web Server

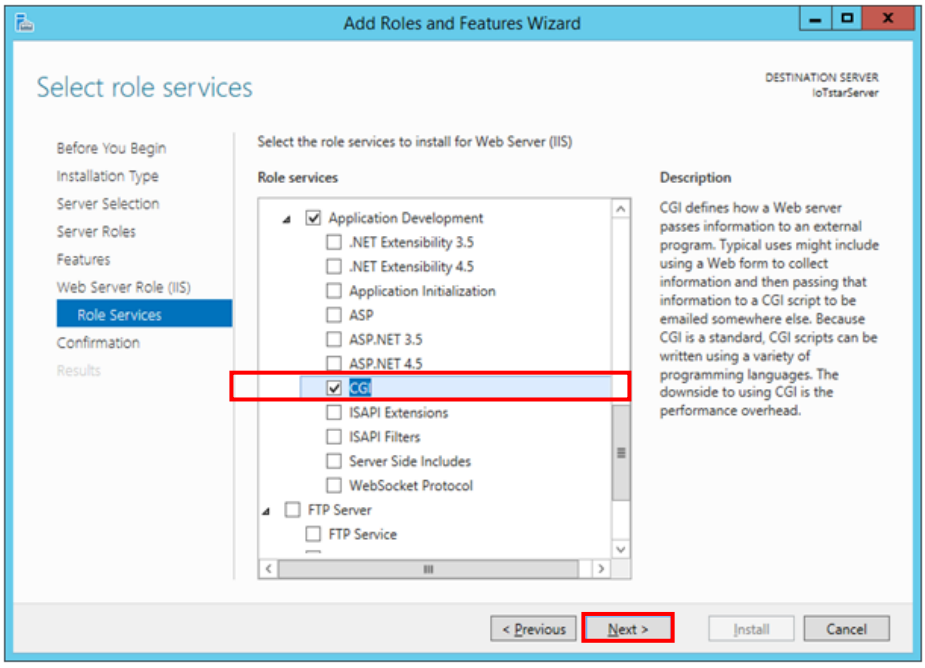
I. Health and Diagnostics

i. Request Monitor

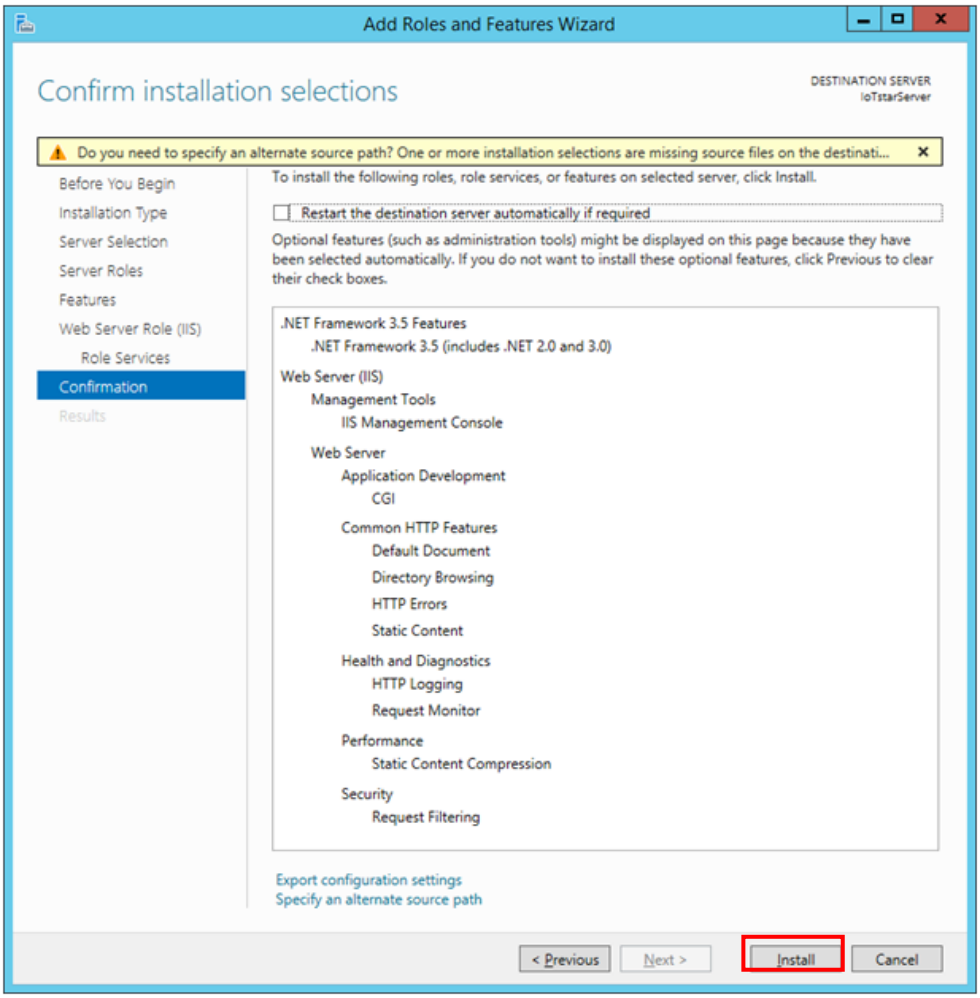
II. Application Development

i. **CGI**

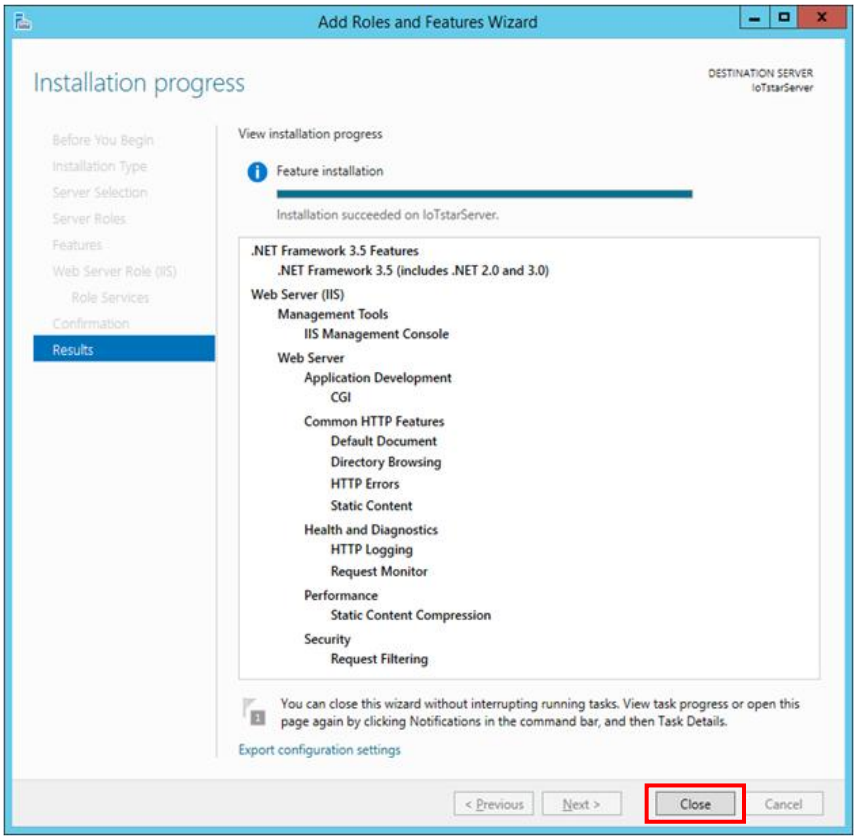




In the “Confirm installation selections” window, verify if the selected items are correct (please note: it will only list the items that have not been installed; the already installed items will not be listed). After you verify the items to be installed are selected, click “Install” to perform the installation.

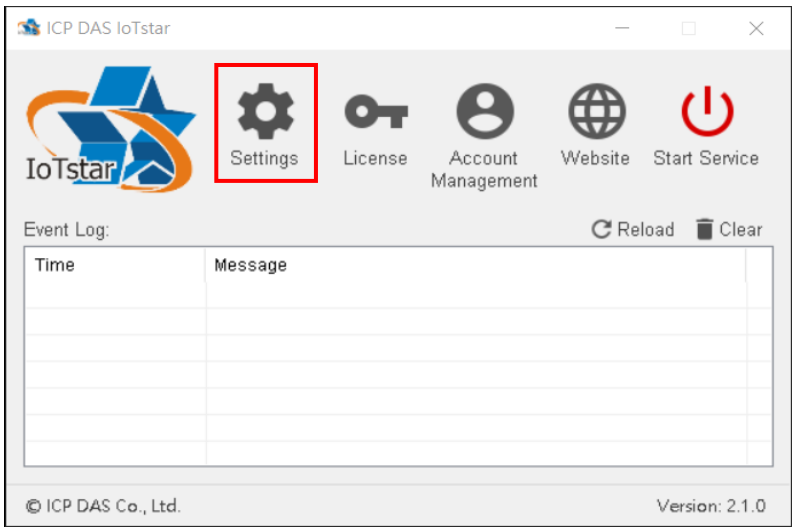


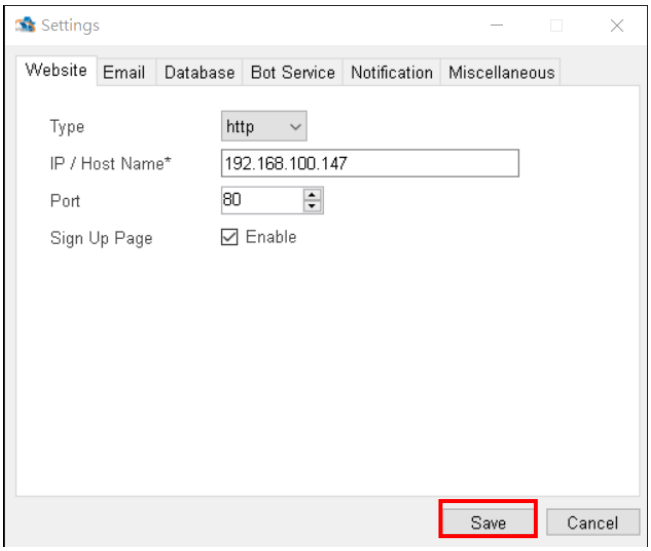
After the installation is completed, click “Close” to close the window.



2. IoTstar Settings

After complete the installation of IIS (Internet Information Services), please open IoTstar, and the “ICP DAS IoTstar” system interface will be shown. Click the “Settings” button on the “ICP DAS IoTstar” system interface, verify the settings in the “Website” tab of the “Settings” window, click "Save" button, then Web site of IoTstar will be automatically established.




Settings
Website
Email
Database
Bot Service
Notification
Miscellaneous
Type
http
IP / Host Name*
192.168.100.147
Port
80
Sign Up Page
Enable
Save
Cancel