

HTTP Error 500 After Installing SharePoint Updates

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Description

Flowtime is inaccessible after installing SharePoint updates, and you receive an HTTP Error code 500. Some SharePoint updates require that you rerun the SharePoint Configuration wizard. Before you perform the solution procedure below, rerun the SharePoint configuration wizard. If the issue persists, perform the solution procedure.


Cause

There is a duplicated row in the `web.config` file resulting from the SharePoint patch.

Affected Versions

7.2 and later.

Solution

1. Access the Flowtime `web.config` file.
2. Locate the following row.

3. Check that there is another row like this with another version number (in this example, 15.0.0.0). If there is, delete this row.