

# Helix ALM Web Returns Server Busy with Prior Request Error or Does Not Display Report Logos

**Note:** This information applies to Helix ALM Web hosted by IIS 7 on Windows Vista.

## Problem

Helix ALM returns a 'Server busy with prior request' error. The error occurs when the following actions are performed:

- Saving an item that requires an electronic signature
- Diagramming the workflow
- Diagramming links when editing an item
- Clicking the History tab
- Importing and exporting data using XML

-or-

The logo image is not displayed in reports.

## Cause

The default IIS 7 configuration on Windows Vista causes conflicts when attempting to load some Helix ALM Web image files.

## Solution

Change the authentication identity and application pool settings in IIS.

1. Choose Start > Control Panel > Administrative Tools > IIS Manager.
2. Select the computer in the Connections pane.
3. Double-click Authentication.
4. Select Anonymous Authentication and click Edit in the Actions pane.
5. Select Application pool identity.
6. Click OK.
7. Select Application Pools in the Connections pane.
8. Select the application pool that Helix ALM Web uses.
9. Click Advanced Settings in the Actions pane.
10. Change the Enable 32-Bit Applications setting to True.
11. Change the Managed Pipeline Mode setting to Integrated.

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