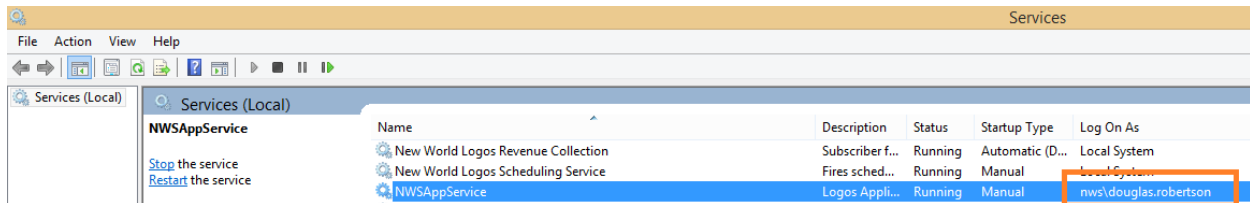


**\*\*PLEASE NOTE THAT FOLLOWING THE STEPS BELOW WILL CAUSE AN IISRESET TO OCCUR AND USERS WILL BE MOMENTARILY LOGGED OUT OF THE SOFTWARE\*\***

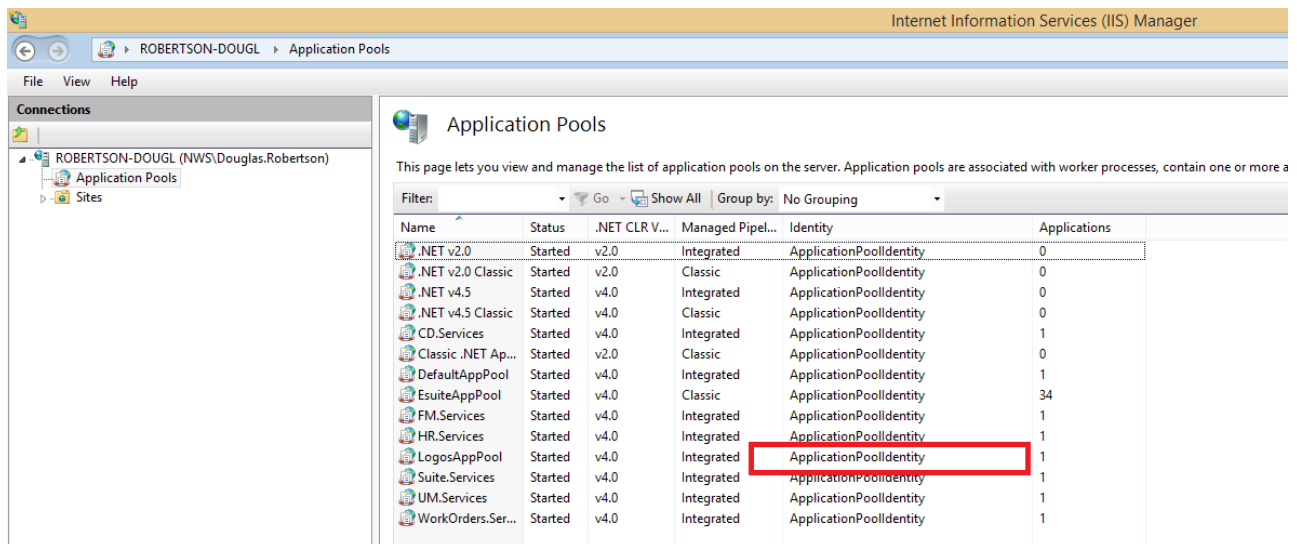
## **Step 1: Find the name of the administrator running the New World Services**

- Navigate to services  and find the name of the **user** running the NWSAppService:

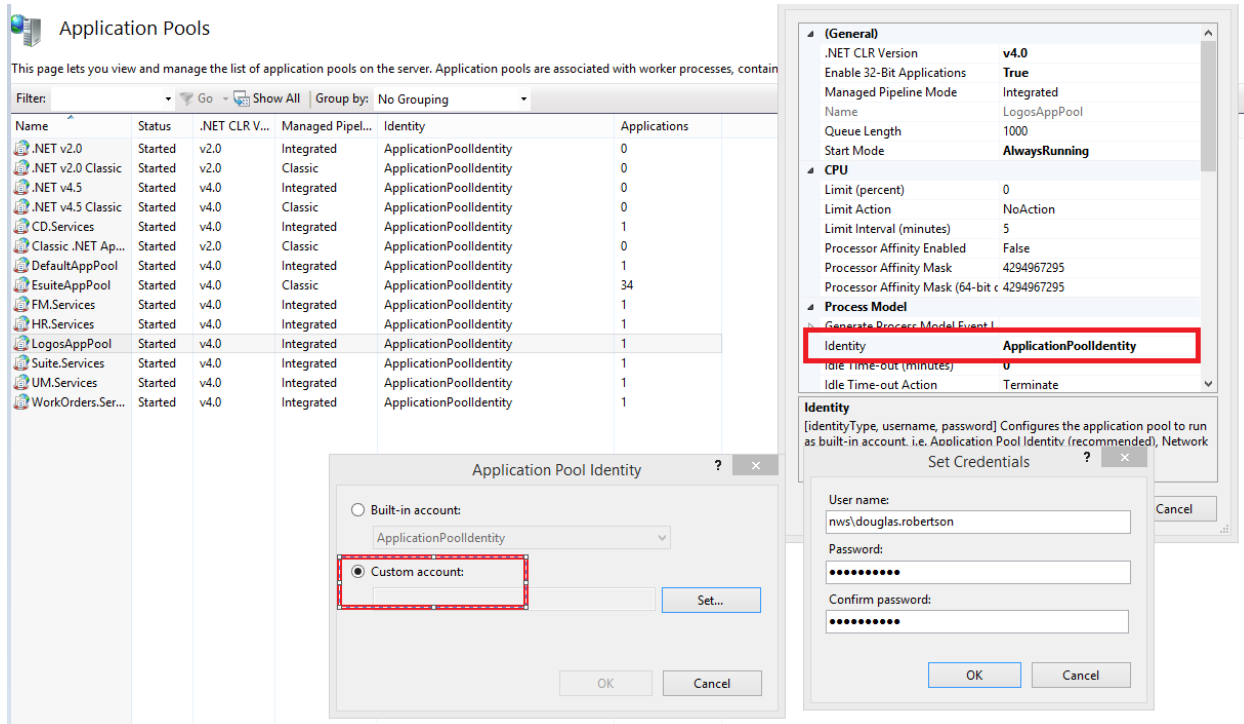


## **Step 2: Change the LogosAppPool Identity to run as the user found in Step 1**

- Navigate to your Application server and open Internet Information Services (IIS) manager.
- Expand the name of your machine in the left panel and select your Application Pools. You will need to change the Identity of the user running the LogosAppPool:



- Right click the **LogosAppPool** and select **Advanced Settings**.
- Change the identity to the administrator account by clicking the browse button next to **ApplicationPoolIdentity** , selecting **Custom account:** and typing the user credentials.



The screenshot shows the IIS Manager console with the 'Application Pools' feature selected. The 'LogosAppPool' is highlighted in the list. The 'Advanced Settings' dialog box is open for 'LogosAppPool'. In the 'Process Model' section, the 'Identity' is set to 'ApplicationPoolIdentity'. A red box highlights the 'Identity' field and the 'Browse...' button next to it. Another red box highlights the 'Custom account:' radio button in the 'Application Pool Identity' dialog box. The 'Set Credentials' dialog box is also open, showing the 'User name' field with the value 'nws\douglas.robertson' and the 'Password' field with masked characters.

| Name               | Status  | .NET CLR V... | Managed Pipel... | Identity                | Applications |
|--------------------|---------|---------------|------------------|-------------------------|--------------|
| .NET v2.0          | Started | v2.0          | Integrated       | ApplicationPoolIdentity | 0            |
| .NET v2.0 Classic  | Started | v2.0          | Classic          | ApplicationPoolIdentity | 0            |
| .NET v4.5          | Started | v4.0          | Integrated       | ApplicationPoolIdentity | 0            |
| .NET v4.5 Classic  | Started | v4.0          | Classic          | ApplicationPoolIdentity | 0            |
| CD.Services        | Started | v4.0          | Integrated       | ApplicationPoolIdentity | 1            |
| Classic .NET Ap... | Started | v2.0          | Classic          | ApplicationPoolIdentity | 0            |
| DefaultAppPool     | Started | v4.0          | Integrated       | ApplicationPoolIdentity | 1            |
| EsuiteAppPool      | Started | v4.0          | Classic          | ApplicationPoolIdentity | 34           |
| FM.Services        | Started | v4.0          | Integrated       | ApplicationPoolIdentity | 1            |
| HR.Services        | Started | v4.0          | Integrated       | ApplicationPoolIdentity | 1            |
| LogosAppPool       | Started | v4.0          | Integrated       | ApplicationPoolIdentity | 1            |
| Suite.Services     | Started | v4.0          | Integrated       | ApplicationPoolIdentity | 1            |
| UM.Services        | Started | v4.0          | Integrated       | ApplicationPoolIdentity | 1            |
| WorkOrders.Ser...  | Started | v4.0          | Integrated       | ApplicationPoolIdentity | 1            |