

C•CURE IQ Client Login Limitation on Windows 10 / 11 Due to IIS Worker Process Constraints

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Environment

- **Operating System:** Windows 10, Windows 11
- **Web Server:** Microsoft IIS
- **Application:** C•CURE IQ
- **IIS Application Pool:** DefaultAppPool

Issue

Only two C•CURE IQ client sessions can be established when C•CURE IQ is hosted on Windows 10 or 11.

By default, Windows client operating systems (Windows 10 and Windows 11) support a single IIS worker process. This single worker process supports a maximum of 10 threads.

C•CURE IQ uses **4 threads per client connection**. As a result, a Windows 10 or Windows 11 system configured with the default IIS settings can only support **two concurrent C•CURE IQ client logins** (8 threads total), with no remaining capacity for additional users.

Cause

The limitation is caused by the default IIS configuration on Windows client operating systems, which restricts the application pool to:

- **1 IIS worker process**
- **10 total threads available**

Because each C•CURE IQ client consumes 4 threads, the available thread count is quickly exhausted, limiting the number of concurrent IQ client connections.

Resolution

Increase the number of supported C•CURE IQ clients by configuring an IIS as follows. This is done by increasing the number of worker processes for the application pool.

Configuration Steps

1. Open **Internet Information Services (IIS) Manager**.
2. Navigate to **Application Pools**.

3. Select **DefaultAppPool**.
4. Click **Advanced Settings...**
5. Locate **Maximum Worker Processes**.
6. Change **Maximum Worker Processes** to a higher value.

Process Model	
Identity	ApplicationPoolIdentity
Idle Time-out (minutes)	20
Load User Profile	True
Maximum Worker Processes	3
Ping Enabled	True
Ping Maximum Response Time (seconds)	90
Ping Period (seconds)	30
Shutdown Time Limit (seconds)	90
Startup Time Limit (seconds)	90

Process Orphaning	
Enabled	False
Executable	
Executable Parameters	

Rapid-Fail Protection	
"Service Unavailable" Response Type	HttpLevel

Maximum Worker Processes
[maxProcesses] Maximum number of worker processes permitted to service requests for the application pool. If this number is greater than 1, the application pool is a "Web Garden".

OK Cancel

- For example, setting this value to **3** provides:
 - 30 total available threads
 - 7 concurrent C•CURE IQ clients
 - (4 threads × 7 clients = 28 threads used)

Result

Increasing the number of IIS worker processes allows additional threads to be available, which directly increases the number of C•CURE IQ clients that can connect simultaneously on a Windows 10 or Windows 11 system.

Notes

- This configuration change applies only to Windows **client** operating systems.
- Server-class operating systems (for example, Windows Server) do not have the same default worker/thread limitations.
- Changes take effect immediately but may briefly recycle the application pool.