

## Redmine - Defect #19434

### Redmine ceased running. 502 Bad Gateway error shows.

2015-03-20 18:52 - Tom Neff

<b>Status:</b>	Closed	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	
<b>Resolution:</b>	Invalid		

**Description**

My system:

- Ubuntu 14.04
- Environment:
  - Redmine version 2.5.2.stable
  - Ruby version 2.1.1-p76 (2014-02-24) [x86\_64-linux]
  - Rails version 3.2.19
  - Environment production
  - Database adapter Mysql2
- SCM:
  - Subversion 1.8.8
  - Mercurial 2.8.2
  - Git 1.9.1
- Filesystem
- Redmine plugins:
  - redmine\_contacts 3.2.17
  - redmine\_monitoring\_controlling 0.1.1
  - redmine\_wktime 1.7

Everything has been working great for 6 months. Yesterday my system locked and I rebooted. When I tried to get back into Redmine, I got "502 Bad Gateway" error.

I have two instances of Redmine on my system and one still runs. The info above is from the instance still running. They were setup to be functionally identical but serving different audiences.

I can hardly spell Ruby or Rails so any guidance concerning them will need to be detailed.

## History

### #1 - 2015-03-21 09:13 - Jean-Philippe Lang

- Status changed from New to Closed
- Resolution set to Invalid

Please no support request here in the issue tracker.

### #2 - 2015-03-21 15:16 - Tom Neff

- Status changed from Closed to Reopened

A better response would be to identify *before* I open an issue that this is not for support. I didn't see anything that indicated that. It would also be more helpful if y'all would indicate where I *could* go to get support. To just state, "Please no support request here in the issue tracker." provides me with no help and doesn't discourage others from doing the same.

Just a thought to help the process.

I Reopened this just so someone will see it and hopefully take suggested actions. Feel free to reClose.

### #3 - 2015-03-21 22:03 - Jean-Philippe Lang

- Status changed from Reopened to Closed

The message at the top of the new issue form states that the *Redmine issue tracker is for reporting bugs or feature requests about Redmine core software*, I'll make it more clear that support requests are not accepted, sorry about that.  
A better place for getting help is the Help forum. You should also try to provide usefull information, like the error you may see in your application log.