

## Redmine - Defect #31363

### 500 Internal Server Error

2019-05-14 03:33 - haobin li

<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>	Email notifications	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	4.0.3
<b>Resolution:</b>	Duplicate		
<b>Description</b> The number of users is about 40. So the [ActionMailer::DeliveryJob] will send lots of mails when a user commit an issue. The web will display "500 Internal Server Error",but the committing action is taking effect.			
<b>Related issues:</b> Is duplicate of Redmine - Defect #31241: intermittent 500s ActiveRecord::Conn... <b>Closed</b>			

#### History

##### #1 - 2019-05-14 03:36 - haobin li

From version 4.0.0 to v4.0.3,the issue always exist.

##### #2 - 2019-05-14 04:26 - bill auger

this look like the same issue i reported a few weeks ago

<https://www.redmine.org/issues/31241>

##### #3 - 2019-05-14 04:45 - haobin li

- File production 3.log added

ActiveRecord::ConnectionTimeoutError (could not obtain a connection from the pool within 5.000 seconds (waited 5.000 seconds); all pooled connections were in use):

5 seconds is too short.Which file/parameter couled be settet about this timer?

##### #4 - 2019-05-14 04:47 - Go MAEDA

Could you paste the environment information? You can find it on admin/info page.

##### #5 - 2019-05-14 04:50 - haobin li

Go MAEDA wrote:

Could you paste the environment information? You can find it on admin/info page.

#### Information

Redmine 4.0.3.stable

Default administrator account changed

Attachments directory writable

Plugin assets directory writable (./public/plugin\_assets)

RMagick available (optional)

ImageMagick convert available (optional)

#### Environment:

Redmine version	4.0.3.stable
Ruby version	2.6.0-p0 (2018-12-25) [x86_64-linux]
Rails version	5.2.2.1
Environment	production
Database adapter	Mysql2
Mailer queue	ActiveJob::QueueAdapters::AsyncAdapter
Mailer delivery	smtp

```
SCM:
  Subversion      1.7.14
  Git             1.8.3.1
  Filesystem
Redmine plugins:
  no plugin installed
```

#6 - 2019-11-08 15:44 - pasquale [:dedalus]

It sound the same issue of [#32314](#) where I have detected the magic number equals to 30

#7 - 2020-04-11 05:06 - jianmin Zhang

Have you solved this problem? I have the same problem when I use:

Completed 500 Internal Server Error in 5004ms (ActiveRecord: 0.0ms)

ActiveRecord::ConnectionTimeoutError (could not obtain a connection from the pool within 5.000 seconds (waited 5.003 seconds); all pooled connections were in use):

#8 - 2020-04-11 09:20 - bill auger

i have no solution; but instead, i have changed the 500 page to read: "sorry, server is overloaded - please wait while we reconnect you ..."; and added a meta-refresh - it is super tacky; but it has stopped the complaints for now

#9 - 2020-04-11 09:27 - bill auger

FWIW - i just noticed this ticket is categorized as "Email notifications"; while my ticket [#31241](#) is categorized "Database" - these are almost certainly duplicates though

#10 - 2020-04-11 10:24 - Marius BĂLTEANU

- Is duplicate of Defect #31241: intermittent 500s ActiveRecord::ConnectionTimeoutError added

#11 - 2020-04-11 10:25 - Marius BĂLTEANU

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

I'm closing this in the favour of [#31241](#), I've added some notes there.

Files			
production1.log	38.7 KB	2019-05-14	haobin li
production2.log	23.1 KB	2019-05-14	haobin li
20190514093011.png	13.9 KB	2019-05-14	haobin li
production 3.log	11.4 KB	2019-05-14	haobin li