

Redmine - Defect #39537

500 Internal Server Error on issues?query_id=xx pages.

2023-11-09 10:33 - Nono Nono

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Issues filter	Estimated time:	0.00 hour
Target version:		Affected version:	5.0.6
Resolution:	Invalid		
Description			
Recently, I often get "500 Internal Server Error" on Redmine. Usually, when I call this page: https://redmine/issues?query_id=xx			
Few days earlier, I did an apt update && apt upgrade without major change, either for lighttpd / fastcgi / ruby.			
<pre>\$ dpkg -l egrep "(ruby lighttpd fcgi)"</pre>			
ii	libruby3.0:amd64	3.0.2-7ubuntu2.4	amd64 Li
braries necessary to run Ruby 3.0			
ii	lighttpd	1.4.63-1ubuntu3.1	amd64 fa
st webserver with minimal memory footprint			
ii	lighttpd-mod-deflate	1.4.63-1ubuntu3.1	amd64 HT
TP response compression module for lighttpd			
rc	lighttpd-mod-magnet	1.4.55-1ubuntu1.20.04.2	amd64 co
ntrol the request handling module for lighttpd			
ii	lighttpd-mod-openssl	1.4.63-1ubuntu3.1	amd64 TL
S support using OpenSSL module for lighttpd			
ii	lighttpd-modules-lua	1.4.63-1ubuntu3.1	amd64 LU
A-based modules for lighttpd			
ii	rake	13.0.6-2	all ru
by make-like utility			
ii	ruby	1:3.0~exp1	amd64 In
terpreter of object-oriented scripting language Ruby (default version)			
ii	ruby-dev:amd64	1:3.0~exp1	amd64 He
ader files for compiling extension modules for Ruby (default version)			
ii	ruby-net-telnet	0.1.1-2	all te
lnet client library			
ii	ruby-rubygems	3.3.5-2	all Pa
ckage management framework for Ruby			
ii	ruby-webrick	1.7.0-3	all HT
TP server toolkit in Ruby			
ii	ruby-xmlrpc	0.3.2-1ubuntu0.1	all XM
LRPC library for Ruby			
ii	ruby3.0	3.0.2-7ubuntu2.4	amd64 In
terpreter of object-oriented scripting language Ruby			
ii	ruby3.0-dev:amd64	3.0.2-7ubuntu2.4	amd64 He
ader files for compiling extension modules for the Ruby 3.0			
ii	ruby3.0-doc	3.0.2-7ubuntu2.4	all Do
cumentation for Ruby 3.0			
ii	rubygems-integration	1.18	all in
tegration of Debian Ruby packages with Rubygems			
ii	libfcgi-bin	2.4.2-2build2	amd64 Fa
stCGI bridge from CGI			
ii	libfcgi-dev:amd64	2.4.2-2build2	amd64 he
ader files of FastCGI			
ii	libfcgi-perl:amd64	0.82+ds-1build1	amd64 he
lper module for FastCGI			
ii	libfcgi0ldbl:amd64	2.4.2-2build2	amd64 sh
ared library of FastCGI			
ii	spawn-fcgi	1.6.4-2	amd64 Fa
stCGI process spawner			

I found this in the lighttpd error log:

```
2023-11-07 10:59:09: (gw_backend.c.2398) response not received, request sent: 2001 on socket: unix
:/var/tmp/lighttpd/rails-application.sock-0 for /dispatch.fcgi?query_id=61, closing connection
2023-11-07 10:59:13: (gw_backend.c.373) child exited: 1 unix:/var/tmp/lighttpd/rails-application.s
ock-0
```

and the syslog has:

```
Nov  7 10:59:13 server lighttpd[3997811]: /opt/redmine-5.0.6/vendor/cache/ruby/3.1.0/gems/rack-2.2
.8/lib/rack/handler/fastcgi.rb:89:in `flush': unknown error (syscall error) (FCGI::Stream::Error)
Nov  7 10:59:13 server lighttpd[3997811]: #011from /opt/redmine-5.0.6/vendor/cache/ruby/3.1.0/gems
/rack-2.2.8/lib/rack/handler/fastcgi.rb:89:in `send_headers'
Nov  7 10:59:13 server lighttpd[3997811]: #011from /opt/redmine-5.0.6/vendor/cache/ruby/3.1.0/gems
/rack-2.2.8/lib/rack/handler/fastcgi.rb:70:in `serve'
Nov  7 10:59:13 server lighttpd[3997811]: #011from /opt/redmine-5.0.6/vendor/cache/ruby/3.1.0/gems
/rack-2.2.8/lib/rack/handler/fastcgi.rb:28:in `block in run'
Nov  7 10:59:13 server lighttpd[3997811]: #011from /opt/redmine-5.0.6/vendor/cache/ruby/3.1.0/gems
/rack-2.2.8/lib/rack/handler/fastcgi.rb:27:in `each'
Nov  7 10:59:13 server lighttpd[3997811]: #011from /opt/redmine-5.0.6/vendor/cache/ruby/3.1.0/gems
/rack-2.2.8/lib/rack/handler/fastcgi.rb:27:in `run'
Nov  7 10:59:13 server lighttpd[3997811]: #011from /var/www/redmine/public/dispatch.fcgi:22:in `
```

Here is the content of /var/www/redmine/public/dispatch.fcgi :

```
#!/usr/local/rvm/rubies/default/bin/ruby

require File.dirname(__FILE__) + '/../config/boot'
require File.dirname(__FILE__) + '/../config/environment'
require 'rubygems'
require 'fcgi'

class Rack::PathInfoRewriter
  def initialize(app)
    @app = app
  end

  def call(env)
    env.delete('SCRIPT_NAME')
    parts = env['REQUEST_URI'].split('?')
    env['PATH_INFO'] = parts[0]
    env['QUERY_STRING'] = parts[1].to_s
    @app.call(env)
  end
end

Rack::Handler::FastCGI.run Rack::PathInfoRewriter.new(RedmineApp::Application)
```

on my /opt/redmine-5.0.6/Gemfile.local

```
gem 'fcgi', :source => 'https://rubygems.org/'
gem 'sidekiq', '<7'
```

History

#1 - 2023-11-09 11:33 - Marius BĂLTEANU

Please post information about your instance from Administration -> Information (/admin/info).

#2 - 2023-12-04 08:47 - Nono Nono

- File clipboard-202312040847-xcesi.png added

Hi Marius,

Here we go:
clipboard-202312040847-xcesi.png

#3 - 2024-01-30 10:43 - Nono Nono

This seems to be fixed by switching from lighttpd to nginx/passenger.

#4 - 2024-01-30 12:49 - Marius BĂLTEANU

- *Status changed from New to Closed*

- *Resolution set to Invalid*

Thanks!

Files

clipboard-202312040847-xcesi.png	31.9 KB	2023-12-04	Nono Nono
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