

## Redmine - Defect #40629

### Error 500 when logging into Redmine

2024-04-24 08:52 - yi shen

<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

Redmine version deployed is 4.2.0.

Previously, I could log in and use it normally, but since March this year, I have been unable to log in with my account. The error message on the server is as follows:

An error occurred when authenticating \*\*\*: Connection timed out - user specified timeout

Rendering common/error.html.erb within layouts/base

Rendered common/error.html.erb within layouts/base (0.3ms)

Rendered plugins/redmine\_ueditor/app/views/redmine\_ueditor/\_additional\_assets.html.erb (0.8ms)

Rendered plugins/redmine\_more\_previews/app/views/hooks/redmine\_more\_previews/\_icon\_css.html.erb (2.0ms)

Completed 500 Internal Server Error in 5031ms (Views: 10.9ms | ActiveRecord: 5.4ms)

How should I handle this?

#### History

#1 - 2024-04-28 08:16 - Marius BĂLTEANU

- Status changed from New to Closed

- Resolution set to Invalid

Please try without any plugins. Also, Redmine 4.2 is quite old, you should update your instance to Redmine 5.\*.