

Redmine - Defect #40629

Error 500 when logging into Redmine

2024-04-24 08:52 - yi shen

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

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.*.