

## 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.\*.