Redmine - Defect #42750

Passengeer Ruby errors - with Redmine 6.0

2025-05-19 21:07 - Luis Alvarez

Status:	Needs feedback		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Gems support		**Estimated time:**	0.00 hour
Target version:				
Resolution:			**Affected version:**	6.0.5

Description

clipboard-202505191503-gzvme.png
N 2025-05-19 14:26:59.5228 48216/T1 age/Wat/WatchdogMain.cpp:1365]: Starting Passenger watchdog...
[N 2025-05-19 14:26:59.5853 48220/T1 age/Cor/CoreMain.cpp:1283]: Starting Passenger core...
[N 2025-05-19 14:26:59.5860 48220/T1 age/Cor/CoreMain.cpp:244]: Passenger core running in multi-application mode.
[N 2025-05-19 14:26:59.6054 48220/T1 age/Cor/CoreMain.cpp:961]: Passenger core online, PID 48220
[Mon May 19 14:26:59.619093 2025] [core:warn] [pid 48213:tid 139953389197184] AH00098: pid file /var/run/apache2/apache2.pid overwritten -- Unclean shutdown of previous Apache run?
[Mon May 19 14:26:59.624675 2025] [mpm_event:notice] [pid 48213:tid 139953389197184] AH00489: Apache/2.4.58 (Ubuntu) Phusion_Passenger/6.0.17 OpenSSL/3.0.13 configured -- resuming normal operations
[Mon May 19 14:26:59.624748 2025] [core:notice] [pid 48213:tid 139953389197184] AH00094: Command line: '/usr/sbin/apache2'
[N 2025-05-19 14:26:59.9963 48192/T1 age/Cor/TelemetryCollector.h:531]: Message from Phusion: End time can not be before or equal to begin time
[N 2025-05-19 14:27:00.0275 48192/T1 age/Cor/CoreMain.cpp:1268]: Passenger core shutdown finished
[N 2025-05-19 14:27:02.2301 48220/T6 age/Cor/SecurityUpdateChecker.h:518]: Security update check: no update found (next check in 24 hours)
[Mon May 19 14:30:36.884483 2025] [mpm_event:notice] [pid 48213:tid 139953389197184] AH00492: caught SIGWINCH, shutting down gracefully
[N 2025-05-19 14:30:37.1265 48334/T1 age/Wat/WatchdogMain.cpp:1365]: Starting Passenger watchdog...
[N 2025-05-19 14:30:37.2010 48338/T1 age/Cor/CoreMain.cpp:1283]: Starting Passenger core...
[N 2025-05-19 14:30:37.2017 48338/T1 age/Cor/CoreMain.cpp:244]: Passenger core running in multi-application mode.
[N 2025-05-19 14:30:37.2266 48338/T1 age/Cor/CoreMain.cpp:961]: Passenger core online, PID 48338

[N 2025-05-19 14:30:37.2620 48338/Ta age/Cor/CoreMain.cpp:658]: Signal received. Gracefully shutting down... (send signal 2 more time(s) to force shutdown)
[N 2025-05-19 14:30:37.2621 48338/T1 age/Cor/CoreMain.cpp:1191]: Received command to shutdown gracefully. Waiting until all clients have disconnected...
[N 2025-05-19 14:30:37.2623 48338/Ta Ser/Server.h:895]: [ServerThr.1] Freed 0 spare client objects
[N 2025-05-19 14:30:37.2623 48338/Ta Ser/Server.h:552]: [ServerThr.1] Shutdown finished
[N 2025-05-19 14:30:37.2624 48338/Tb Ser/Server.h:895]: [ServerThr.2] Freed 0 spare client objects
[N 2025-05-19 14:30:37.2624 48338/Tb Ser/Server.h:552]: [ServerThr.2] Shutdown finished
[N 2025-05-19 14:30:37.2626 48338/Td Ser/Server.h:895]: [ApiServer] Freed 0 spare client objects
[N 2025-05-19 14:30:37.2626 48338/Td Ser/Server.h:552]: [ApiServer] Shutdown finished
[Mon May 19 14:30:37.293288 2025] [so:warn] [pid 48332:tid 128007986501504] AH01574: module passenger_module is already loaded, skipping
[N 2025-05-19 14:30:37.3826 48362/T1 age/Wat/WatchdogMain.cpp:1365]: Starting Passenger watchdog...
[N 2025-05-19 14:30:37.4450 48366/T1 age/Cor/CoreMain.cpp:1283]: Starting Passenger core...
[N 2025-05-19 14:30:37.4456 48366/T1 age/Cor/CoreMain.cpp:244]: Passenger core running in multi-application mode.
[N 2025-05-19 14:30:37.4715 48366/T1 age/Cor/CoreMain.cpp:961]: Passenger core online, PID 48366
[Mon May 19 14:30:37.493803 2025] [mpm_event:notice] [pid 48359:tid 128007986501504] AH00489: Apache/2.4.58 (Ubuntu) Phusion_Passenger/6.0.17 OpenSSL/3.0.13 configured -- resuming normal operations
[Mon May 19 14:30:37.493885 2025] [core:notice] [pid 48359:tid 128007986501504] AH00094: Command line: '/usr/sbin/apache2'
[N 2025-05-19 14:30:37.8621 48338/T1 age/Cor/TelemetryCollector.h:531]: Message from Phusion: End time can not be before or equal to begin time
[N 2025-05-19 14:30:37.8947 48338/T1 age/Cor/CoreMain.cpp:1268]: Passenger core shutdown finished
[N 2025-05-19 14:30:40.1934 48366/T6 age/Cor/SecurityUpdateChecker.h:518]: Security update check: no update found (next check in 24 hours)
App 48450 output: SpawnEnvSetupperShell: line 1:
/var/lib/gems/3.2.0/gems/passenger-6.0.27/buildout/support-binaries/PassengerAgent: Permission denied
App 48450 output: SpawnEnvSetupperShell: line 1: exec:
/var/lib/gems/3.2.0/gems/passenger-6.0.27/buildout/support-binaries/PassengerAgent: cannot execute: Permission denied
[E 2025-05-19 14:30:52.8225 48366/Tg age/Cor/App/Implementation.cpp:218]: Could not spawn process for application

/opt/redmine/current: The application process exited prematurely.
Error ID: f48c278b
Error details saved to: /tmp/passenger-error-73azco.html

[E 2025-05-19 14:30:52.8249 48366/T9 age/Cor/Con/CheckoutSession.cpp:368]: [Client 1-1] Cannot checkout session because a spawning error occurred. The identifier of the error is f48c278b. Please see earlier logs for details about the error.
App 48485 output: SpawnEnvSetupperShell: line 1: /var/lib/gems/3.2.0/gems/passenger-6.0.27/buildout/support-binaries/PassengerAgent: Permission denied
App 48485 output: SpawnEnvSetupperShell: line 1: exec: /var/lib/gems/3.2.0/gems/passenger-6.0.27/buildout/support-binaries/PassengerAgent: cannot execute: Permission denied
[E 2025-05-19 14:30:53.2382 48366/Tl age/Cor/App/Implementation.cpp:218]: Could not spawn process for application /opt/redmine/current: The application process exited prematurely.
Error ID: 081ad550
Error details saved to: /tmp/passenger-error-mm9j7N.html

[E 2025-05-19 14:30:53.2429 48366/Tb age/Cor/Con/CheckoutSession.cpp:368]: [Client 2-1] Cannot checkout session because a spawning error occurred. The identifier of the error is 081ad550. Please see earlier logs for details about the error.
App 48520 output: SpawnEnvSetupperShell: line 1: /var/lib/gems/3.2.0/gems/passenger-6.0.27/buildout/support-binaries/PassengerAgent: Permission denied
App 48520 output: SpawnEnvSetupperShell: line 1: exec: /var/lib/gems/3.2.0/gems/passenger-6.0.27/buildout/support-binaries/PassengerAgent: cannot execute: Permission denied
[E 2025-05-19 14:30:54.5487 48366/Tq age/Cor/App/Implementation.cpp:218]: Could not spawn process for application /opt/redmine/current: The application process exited prematurely.
Error ID: 964e835b
Error details saved to: /tmp/passenger-error-MF6Pmp.html

[E 2025-05-19 14:30:54.5524 48366/T9 age/Cor/Con/CheckoutSession.cpp:368]: [Client 1-2] Cannot checkout session because a spawning error occurred. The identifier of the error is 964e835b. Please see earlier logs for details about the error.
App 48578 output: SpawnEnvSetupperShell: line 1: /var/lib/gems/3.2.0/gems/passenger-6.0.27/buildout/support-binaries/PassengerAgent: Permission denied
App 48578 output: SpawnEnvSetupperShell: line 1: exec: /var/lib/gems/3.2.0/gems/passenger-6.0.27/buildout/support-binaries/PassengerAgent: cannot execute: Permission denied
[E 2025-05-19 14:35:47.4280 48366/Tv age/Cor/App/Implementation.cpp:218]: Could not spawn process for application /opt/redmine/current: The application process exited prematurely.
Error ID: 5640fc7e
Error details saved to: /tmp/passenger-error-tZRA8j.html

[E 2025-05-19 14:35:47.4302 48366/Tb age/Cor/Con/CheckoutSession.cpp:368]: [Client 2-2] Cannot checkout session because a spawning error occurred. The identifier of the error is 5640fc7e. Please see earlier logs for details about the error.
App 48613 output: SpawnEnvSetupperShell: line 1: /var/lib/gems/3.2.0/gems/passenger-6.0.27/buildout/support-binaries/PassengerAgent: Permission denied
App 48613 output: SpawnEnvSetupperShell: line 1: exec: /var/lib/gems/3.2.0/gems/passenger-6.0.27/buildout/support-binaries/PassengerAgent: cannot execute: Permission denied
[E 2025-05-19 14:35:47.6471 48366/T10 age/Cor/App/Implementation.cpp:218]: Could not spawn process for application /opt/redmine/current: The application process exited prematurely.
Error ID: 0e6ba541
Error details saved to: /tmp/passenger-error-WoRrPZ.html

[E 2025-05-19 14:35:47.6498 48366/T9 age/Cor/Con/CheckoutSession.cpp:368]: [Client 1-3] Cannot checkout session because a spawning error occurred. The identifier of the error is 0e6ba541. Please see earlier logs for details about the error.
App 48648 output: SpawnEnvSetupperShell: line 1: /var/lib/gems/3.2.0/gems/passenger-6.0.27/buildout/support-binaries/PassengerAgent: Permission denied
App 48648 output: SpawnEnvSetupperShell: line 1: exec: /var/lib/gems/3.2.0/gems/passenger-6.0.27/buildout/support-binaries/PassengerAgent: cannot execute: Permission denied
[E 2025-05-19 14:35:49.7432 48366/T15 age/Cor/App/Implementation.cpp:218]: Could not spawn process for application /opt/redmine/current: The application process exited prematurely.
Error ID: 12ad0854
Error details saved to: /tmp/passenger-error-bLDYNO.html

[E 2025-05-19 14:35:49.7481 48366/Tb age/Cor/Con/CheckoutSession.cpp:368]: [Client 2-3] Cannot checkout session because a spawning error occurred. The identifier of the error is 12ad0854. Please see earlier logs for details about the error.

History

#1 - 2025-05-19 21:10 - Luis Alvarez

I am experiencing issues installing Redmine 6.0 on Ubuntu 24.04 LTS. When setting up Ruby, Passenger, and Apache, I encounter permission errors, and Passenger does not allow the page to execute.

#2 - 2025-05-19 23:30 - Holger Just

- Status changed from New to Needs feedback

The passenger error logs indicate the following:

```
SpawnEnvSetupperShell: line 1: /var/lib/gems/3.2.0/gems/passenger-6.0.27/buildout/support-binaries/PassengerAg
ent: Permission denied
SpawnEnvSetupperShell: line 1: exec: /var/lib/gems/3.2.0/gems/passenger-6.0.27/buildout/support-binaries/Passe
ngerAgent: cannot execute: Permission denied
```

This indicates that you may have not installed Passenger correctly as it can not start its executable. There are many possibilities why this error occurs, including possibly:

- Passenger may have been installed as root and your application user has not the required access to the passenger directory.
- Your process manager (e.g. systemd) may restrict the paths which may contain executables.
- You have changed the permissions of the gem directories.
- And may other options...

In any case, this error occurs "outside" of Redmine, i.e. before your Passenger even attempts to start Redmine. So there is little we can actually do here. The support channels of Passenger may be more helpful in debugging this issue.

Files

passenger-error-73azco.html	242 KB	2025-05-19	Luis Alvarez
passenger-error-MF6Pmp.html	242 KB	2025-05-19	Luis Alvarez
passenger-error-bLDYNO.html	242 KB	2025-05-19	Luis Alvarez
passenger-error-mm9j7N.html	242 KB	2025-05-19	Luis Alvarez
passenger-error-tZRA8j.html	242 KB	2025-05-19	Luis Alvarez
passenger-error-WoRrPZ.html	242 KB	2025-05-19	Luis Alvarez
clipboard-202505191503-gzvme.png	163 KB	2025-05-19	Luis Alvarez