Intermittent "server error and your last request failed" error on opening tickets

Ben Henley - 2023-08-17 - Comments (0) - Tech Support Review

Question:

When I open a ticket in the agent interface, I often get an error saying "There was a server error and your last request failed". When I try and report the bug, I get the same type of error. This started off infrequent, and has become worse recently. I am using Deskpro On-Premise.

Answer:

This may indicate that PHP is running out of memory.

In the admin interface, go to **Server > Error Log** and click the *Web PHP Error Log* link. (Note that this log will contain PHP errors generated by all apps running on this server). If you see messages like:

```
PHP Fatal error: Allowed memory size of 134217728 bytes exhausted
(tried to allocate 491520 bytes)
```

you should increase the amount of memory available to PHP.

Edit the memory_limit directive in your php.ini file. By default, it is "128M" - try increasing it to "160M".

You will need to restart your webserver to apply the change. You can confirm that the new memory_limit is being used by going to **Server > PHP Info**.

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