

502 Bad Gateway error

Ben Henley - 2025-05-08 - Comment (1) - Deskpro Legacy

Question:

The web interface of my helpdesk is just showing a 502 Bad Gateway error. What do I do?

Answer:

This indicates that PHP has crashed. Restart PHP to fix the problem.

On most webserver, just restarting the webserver will do this.

If you are using nginx, PHP runs as a separate service, so you should do this (on Linux):

```
service php5-fpm restart
```

PHP crashing is a known issue when upgrading Deskpro installations with [APC](#) installed. You can avoid this by upgrading your PHP to a more recent version (5.5 or higher) which comes with its own opcode cache, so there is no longer any need to use APC.

Tags

502

apc

gateway

update

upgrade

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CB **Christian Behrens**

4 years ago

This is an outdated command; on our current installation it's this: `service php7.2-fpm restart`