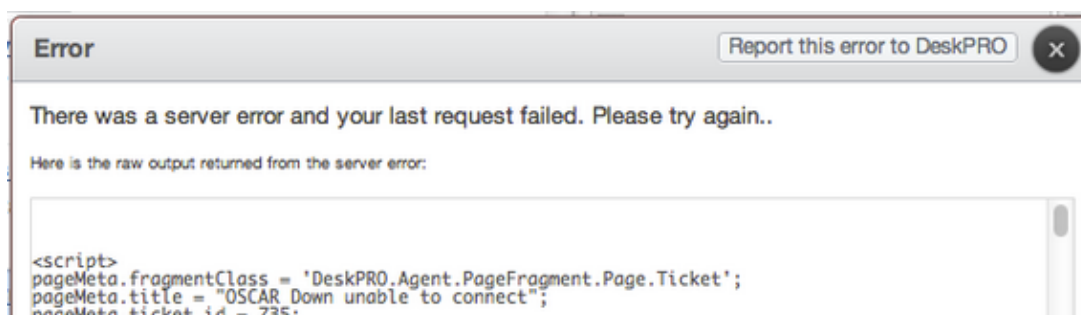


## Server error messages when opening tickets, with PHP "Allowed memory exhausted" errors

Ben Henley - 2019-05-29 - Comment (1) - Deskpro Legacy

### :Question

When I open a ticket in the agent interface, I often get a "There was a server error and your last request failed. Please try again." message



.When I try to report the bug I get another error

I looked in **Server > Error Logs** to see if anything is being logged: nothing is showing up in the Deskpro Error Log when this happens, but I notice errors in my Web PHP Error Log like

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

?How can I fix this

### :Answer

This is happening because the [PHP memory limit](#) for an individual script is being exceeded. Usually, the default limit of *128MB* works fine with Deskpro, but in some configurations, you may need to increase the memory limit

Note that the Web PHP log will show errors from *all* the PHP applications running on your webserver; so if you're using the server for multiple applications, the errors you see may (.not all be due to Deskpro scripts

To increase the memory limit, edit the *memory limit* directive in your php.ini file and increase the value slightly (try "**256M**", or "**512M**" if your server has plenty of physical .(memory

You will need to restart your webserver to apply the change. You can confirm that the .memory limit has increased by going to **Server > PHP Info**