502 Bad Gateway error

Ben Henley - 2024-03-29 - 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 webservers, 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

Comment (1)

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Christian Behrens

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This is an outdated command; on our current installation it's this: service php7.2-fpm restart