

## GNU/Linux Administration - Bug #332

### Error 500 While Trying to Access Any Web Service

02/10/2014 08:05 AM - Daniel Curtis

|                        |               |                        |            |
|------------------------|---------------|------------------------|------------|
| <b>Status:</b>         | Closed        | <b>Start date:</b>     | 02/10/2014 |
| <b>Priority:</b>       | Normal        | <b>Due date:</b>       |            |
| <b>Assignee:</b>       | Daniel Curtis | <b>% Done:</b>         | 100%       |
| <b>Category:</b>       | Web Server    | <b>Estimated time:</b> | 0.50 hour  |
| <b>Target version:</b> |               | <b>Spent time:</b>     | 0.50 hour  |

#### Description

I encountered an error while trying to access one of the web services provided. I recently did an upgrade of the servers, so I suspect that caused the problems. First, I checked to see if the error was affecting any other web sites, to find that all the web sites had been returning error 500; a server side error. So I checked the log file for the web site to see the following error:

```
tail /var/www/path/to/web/logfile
```

```
[Mon Feb 10 07:12:12 2014] [warn] [client 192.168.0.80] (104)Connection reset by peer: mod_fcgid: error reading data from
FastCGI server
[Mon Feb 10 07:12:12 2014] [error] [client 192.168.0.80] Premature end of script headers: index.php
```

I then checked the apache log file, to see it had an error:

```
tail /var/log/apache2/error.log
```

```
[2014-02-10 07:17:06]: uid: (1002/user1) gid: (1003/group1) cmd: .php-fcgi-starter
[2014-02-10 07:17:06]: file is writable by others: (/var/www/php-fcgi-scripts/user1/.php-fcgi-starter)
```

I then checked the permissions of the FastCGI starter script

```
ls -la /var/www/php-fcgi-scripts/user1/.php-fcgi-starter
```

```
rw-rw-r 1 user1 group1 890 Feb 7 17:08 .php-fcgi-starter
```

Fix this by removing the group writeable permission from the FCGI starter script:

```
chmod g-w /var/www/php-fcgi-scripts/user1/.php-fcgi-starter
```

I tested to see if the web site came back, only to get another error 500. I checked the apache2 logfile again to see a different error:

```
tail /var/log/apache2/error.log
```

```
[2014-02-10 07:27:21]: uid: (1002/user1) gid: (1003/group1) cmd: .php-fcgi-starter
[2014-02-10 07:27:21]: file has no execute permission: (/var/www/php-fcgi-scripts/user1/.php-fcgi-starter)
```

Fix this by adding user execution permissions to the FastCGI script:

```
chmod 740 /var/www/php-fcgi-scripts/user1/.php-fcgi-starter
```

This fixed the problem.

#### History

**#1 - 02/24/2014 07:52 AM - Daniel Curtis**

- *Status changed from Resolved to Closed*

**#2 - 02/16/2015 02:04 PM - Daniel Curtis**

- *Project changed from 40 to GNU/Linux Administration*

- *Category set to Web Server*