

## Bugs & Wish list

Internal Server Error 500 on preview or save | Tiki Wiki CMS Groupware :: Development

Internal Server Error 500 on preview or save

### Status

✖ Closed

### Subject

Internal Server Error 500 on preview or save

### Version

1.9.x

### Category

- Error
- Usability
- Dogfood on a \*.tiki.org site

### Feature

Wiki (page view, edit, history, rename, etc)

Forum

Wiki Syntax (text area, parser, external wiki, etc)

### Resolution status

Not enough information

### Submitted by

BillMac

### Lastmod by

Philippe Cloutier

### Rating

★ ★ ★ ★ ★ (0) ?

### Description

I posted this on the Features/Usability forum pn tw.o, but it seems to be coming down to a bug or a setting.

We've been wrestling with Internal Server Error 500 for several months. We are transferring the content of a static HTML site to a TW site.

At first, we thought it had to do with the length of documents or reserved words or special characters. All of that may still be true, but what I find after exploring the Web a little is that it has to do with script failure. Apache thinks something is screwy in the content being fed to it.

Most recently, I tried to get the TW sql module to work. I set up the DSN per the instructions on doc.tw.o , assigned permissions to a group, then created a test page. I inserted one line,

```
OPEN CURLY BRACE SQL CLOSE CURLY BRACE (db=>memberlist) SE (NO SPACE)LECT count(*)  
FROM members OPEN CURLY BRACE SQL CLOSE CURLY BRACE,
```

then hit Preview and got Error 500 immediately. (Obviously, I've substituted words for characters like the curly brace and space. I did that so I wouldn't get Error 500 when I up load this message. And, yes, I know "up load" is one word, but if I use one word, it is likely to fail.)

We have previously gotten the Error 500 message when words like 'up load' and 'se lect' (as noted above) were in the text of the page. When those words are removed or altered, the page up loads.

It tends to happen more often when pages are long (that may be psychological. You remember the BIG failures.) which, of course, just means the odds are greater that a reserved word is used, if that's the case.

When I tried to up load the above example to tw.o, it failed three times until I had all the curly braces and suspect words broken up. I know others are having this same issue. Here's chibaguy from tw.o on his experience up loading in response to my message. (I've edited for brevity)

-----  
chibaguy on Fri 16 Nov, 2007 08:08 CET

I tried once to reply to your post and got the 500 error when I had "se lect" in the text (with no space), and then the submit went smoothly when the space was added. A few minutes later I submitted that test post, with "se lect" intact and it also went fine. Meanwhile I found 469 instances of the word at this site, including in wiki pages and forum posts, so obviously a lot of the time having "reserved words" in posts doesn't stop the submit.

...  
I've also gotten the 500 error here trying to submit a post, once in a while, but waited a little while and then could submit exactly the same post with no error.

...  
I rarely get the error at other Tiki sites I use pretty intensively, but am not sure if my pattern of use just avoids the pitfalls.

-- Gary  
-----

ricks99 on tw.o leapt on the cut and paste scenario, offering that it might be a text encoding conflict. I've had it fail, as above, with directly entered content as well as pasted content. I'm on a Mac and our host is using \*nix.

Note that I'm not saying some text encoding issue isn't a part of it. In fact, I kind of suspect there is more than one culprit.

When I get one of these errors, I start reducing the up load by halves, prewiwing a portion at a time, until I get failure. Once I get failure, I always get failure.

We've up loaded (copy/paste) pages of documents in which one line would cause the failure. Removing the one line makes it OK. Taking the suspect portion and the remaining text and putting it into a comment page works, too.

My suspicion is that there may be a combination of "suspect" words that crosses a threshold and drops the error message on us. Maybe there's a setup issue?

I'd really like to use the SQL plugin. It would solve several problems for us. Thanks,

Bill  
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This is the third in a series of "HOW DOES IT WORK" articles describing the various systems of the TD Vixens. The first two described the engine cooling and coach heating systems. This article will describe the engine fuel system.

By Tom Picking  
ENGINE FUEL & ELECTRICAL

When I first got my Vixen it was hard to start. The problem got worse until I was afraid to go

anywhere. I spent several weeks studying the system and talking to other owners about what might be wrong. I tried many "fixes" hoping they would solve the problem but nothing helped. I learned a lot about the system over those weeks with the help of several people and only after fully understanding "HOW IT WORKS" was I able to find and correct the problem. VIN 0050 is stock with 110,000 miles and starts easily even after being idle for weeks. Yours should, too!

The BMW engine's Bosch fuel injection pump, in my opinion, is a work of art! It is completely mechanical using no electricity (except for the fuel shut off valve) or electronics. It is a very complex system and adjustment or repair of the fuel injection pump should be left to professionals. But if we understand how the total system works, we should be able to determine if the problem is in the pump or some other component of the system that we can fix ourselves.

In order for a diesel engine to start and run it needs three things: Air, fuel, and heat. It is also very important to make sure that no air can mix with the fuel until the fuel gets into the combustion chamber.

#### AIR AND HEAT

When the starter cranks the engine, air is sucked in and compressed by the pistons. When air is compressed, it gets very hot, hot enough to ignite fuel if it is present. On very cold days the engine and the air being drawn in are much colder making it difficult for the air to reach the temperature required for ignition. This is where glow plugs come in. They are actually small electrical heaters inside each combustion chamber. They look something like a spark "plug" and when turned on they get so hot they actually "glow". The glow plugs only come on during the initial start up sequence and the amount of time you should wait before trying to start the engine is determined by the engine electronics based on the temperature of the engine. Maximum ON time is about 15 seconds. The "WAIT TO START" light on the dash indicates the glow plugs are being commanded on and the engine should not be cranked till they have had a chance to do their job. If the glow plugs are not working, the engine will still start (except on very cold days) but only with increased cranking times.

#### AIR AND FUEL

Air in the fuel before it is injected into the engine is a bad thing. The injector pump must be able to develop very high pressure in order to force the fuel into the combustion chamber and if air is mixed with the fuel, this high pressure cannot be achieved.

The injector pump is actually two pumps in one. The first is a low pressure priming pump that floods the primary pump chamber. Any air in this chamber is forced out of a drain line at the top of the chamber along with excess fuel flow from the priming pump. This drainline is common with the drain lines connected to the injectors in each cylinder. If any of these lines leak while the engine is off air will enter the system and fuel will drain backward through the fuel line and empty the primary chamber of the injector pump. The result is hard starting (delayed while the priming pump is filling the primary chamber) but otherwise a normal-running engine.

If there is a leak in the fuel line or the fuel filter between the injector pump and the fuel tank, air will be drawn in by the suction of the injector pump and, depending on the amount of air, the engine may start but will not run correctly under load or high speed. As reported by Charles Rausch (TD 0106) in December's issue of Fox Prints, this same symptom can be experienced if there is a severe restriction in the fuel line such as a clogged fuel filter or a clogged fuel tank filler cap air breather vent.

You can inspect the fuel entering the pump by checking the clear (after 12 years mine is yellow) plastic line connecting the fuel filter and the pump. If you see bubbles in this line while the engine is running or cranking there is a fuel line problem. If you see a large bubble in the line after the engine has been off for several minutes, this is an indication of a drain line problem and that fuel is draining backwards through the fuel line to the tank. If you tap the line, with an indication of air in

it, you can watch which side the air bubbles up. That will cut the investigation in half.

Between the tank and the injector pump is a fuel filter. The stock filter has a special manual priming pump built into the head of the filter. Turning the selector head of the filter pump to "RUN" bypasses the internal check valve and makes it easier for the engine injector pump to draw fuel. Turning the head of the filter pump to "PUMP" allows manual operation. The engine will run just fine with the filter pump selected to either position if all the rest of the system is in good condition. Diesel fuel is notorious for dirt and water. The fuel filter is your protection against dirty fuel.

After I learned all of the above, my Vixen still would not start! The problem was that it was not getting fuel because of an electrical problem!

The ignition switch mounted on the steering column (a standard GM part) has several electrical contacts that perform various functions depending on the position of the key in the ignition. One of the functions is to energize the fuel shutoff solenoid valve that allows the flow of fuel to the injector pump. One of the first things I did was to check the voltage to the solenoid valve with the key in the ON position, it was OK. What I didn't realize until several weeks later is that a different set of contacts energize this valve when the key is in the START position. These contacts were defective and when the key was in START and the engine was cranking, the solenoid valve was off and no fuel was available!!!! This condition can be measured with a voltmeter which eliminates the guess work. A new ignition switch solved the problem.

#### Solution

This issue was resolved by opening a trouble ticket with our site host. I do not know what they turned on/off, but I assume it was some kind of SQL filter. I have seen this issue pop up on THIS site, so some kind of definite answer needs to be put out there so folks can resolve with less fooling around that we did.

Bill

#### Importance

5

#### Priority

25

#### Demonstrate Bug (Tiki 19+)

Please demonstrate your bug on [show2.tiki.org](http://show2.tiki.org)

Version: trunk ▼

#### Demonstrate Bug (older Tiki versions)

#### Ticket ID

1404

#### Created

Wednesday 21 November, 2007 03:46:53 GMT-0000  
by Unknown

#### LastModif

Monday 08 November, 2010 06:34:29 GMT-0000

#### Comments



BillMac 28 Nov 07 05:11 GMT-0000

This paragraph causes Error 500:

Finally, I mounted 12 LED lights (uses 0.06amp) and a rocker switch above the door to illuminate the controls and contents. The LED lights are from Autozone and are made to light a license plate. After about three months on the road I will know if it was worth the work.

If I removed the word "from," it loaded fine.

Bill



BillMac 29 Nov 07 17:25 GMT-0000

This paragraph causes an Error 500 when it is included in the document from which it was extracted. When added as a comment to the same page, it does not cause an Error 500. See attachment for full file.

Between the tank and the injector pump is a fuel filter. The stock filter has a special manual priming pump built into the head of the filter. Turning the selector head of the filter pump to "RUN" bypasses the internal check valve and makes it easier for the engine injector pump to draw fuel. Turning the head of the filter pump to "PUMP" allows manual operation. The engine will run just fine with the filter pump selected to either position if all the rest of the system is in good condition. Diesel fuel is notorious for dirt and water. The fuel filter is your protection against dirty fuel.



Nelson Ko 29 Nov 07 23:56 GMT-0000

I can't reproduce it on my server. For that second example of yours, focus on the sentence "The LED lights are from Autozone and are made to light a license plate." If you remove the word "to" instead of the word "from". Does it work? What if you remove "and" instead? Or try removing "lights" instead?

What version of PHP and MySQL are you on?



Nelson Ko 30 Nov 07 00:04 GMT-0000

You should also check `/var/log/httpd/error_log` or wherever your Apache error log is to see if there is any more info than just "500". If you can control the error logging level, do so. If necessary, you can google for help on how to do this or search the Apache docs.



BillMac 30 Nov 07 02:58 GMT-0000

I put the sentence "The LED lights are from Autozone and are made to light a license plate." back into the wiki page whence it came. Previewed it. Error 500.

I took out "from." Previewed it. Success.

I put "from" back in. Failure

I put the complete line at the TOP of the article. SUCCESS!

I removed the line from the top and inserted it about half-way through the page. SUCCESS!

I removed the line from the halfway point and inserted it about three-quarters of the way through the page. SUCCESS! That's about five paragraphs ahead of the original position.

Long story short: I moved the sentence down the file paragraph by paragraph. The ONLY place it failed was in its original position or below its original position.

This is the paragraph:

Finally, I mounted 12 LED lights (uses 0.06amp) and a rocker switch above the door to illuminate the controls and contents. The LED lights are from Autozone and are made to light a license plate. After about three months on the road I will know if it was worth the work.

I removed the "and" following "from Autozone" and it failed. Removing the "to," treated similarly, also failed.

I don't see what else in that paragraph might be setting the stage for failure.

I removed everything before and after that paragraph and had success.

These two paragraphs, alone on the wiki page, caused failure (I trimmed the first paragraph word by word until it passed):

I took a 20 foot length of copper propane line thru the space below the converter

Finally, I mounted 12 LED lights (uses 0.06amp) and a rocker switch above the door to illuminate the controls and contents. The LED lights are from Autozone and are made to light a license plate. After about three months on the road I will know if it was worth the work.

Remove "converter," SUCCESS.

Put "converter" back, FAILURE.

Take out "from," SUCCESS. Put it back, FAILURE.

BTW, this has failed on THIS wiki, but not in comments.

Thanks for your concern. We'll get the version numbers for you.



Nelson Ko 30 Nov 07 21:09 GMT-0000

YYou mean you configured Admin DSN for SQL plugin? WHy? Why do you want to use the SQL plugin? Did these problems occur after you configured Admin DSN. You said that it fails on this wiki as well. I

can't get it to fail, unfortunately.



Nelson Ko 30 Nov 07 21:19 GMT-0000

Can you provide an exact procedure where this fails on one of the Tikiwiki sites? What browser are you using? Have you tried another PC/Mac/different browser?



BillMac 03 Dec 07 05:26 GMT-0000

Go to this item, a duplicate of much of this current thread) over on tw.o. Both chibaguy and I had Error 500 messages while posting to that forum.

[http://tikiwiki.org/tiki-view\\_forum\\_thread.php?comments\\_parentId=26757&forumId=4&highlight=error%20500](http://tikiwiki.org/tiki-view_forum_thread.php?comments_parentId=26757&forumId=4&highlight=error%20500)

I am using Firefox 2.0.0.10. This occurs to other individuals on other platforms, I assume, because I'm running an iMac and iMacs, we are told, are in the minority. I've also failed with Safari, but I doubt the relevance of that.

You will see on that forum a message which, if you back out the spaces and substitute characters, you should get a failure. I did when I tried it just now by taking the spaces out of up load and se lect then hitting "Preview." Bigger than life.

This message "Internal Server Error 500" seems to cover several issues. When I tried to include an SQL plug in statement that include "select from" it would fail every time.

I haven't tried this, but the file attached to this "wish list" item would cause failure on our site if cut and pasted directly into a wiki page. I suspect it would here, too. The tracker doesn't parse things the same way the forum and wiki do, so it probably won't fail here.

We have our membership listed in a separate MySQL database. We use PHP to select content from the database so our members can have up-to-date member lists on demand. It should be a no-brainer, but something is going sideways.

Thanks for your interest and concern.

Bill



BillMac 03 Dec 07 06:17 GMT-0000

This paragraph, loaded into a wiki page, causes Error 500:

Note the three little icons circled in red. From the left, the first one removes the image from the gallery. The second allows you to change the content with the photo. and the third downloads a full-size version of the image in a pop-up window.




pkdille 08 Oct 08 16:16 GMT-0000

Do you still have this problem...in 2.0 ? 2.1 ? .....3.0 ????

Please, let us know if you still have this problem.

Attachments

filename	created	hits	comment	version	filetype
 error-causing file.txt	29 Nov 07 17:26 GMT-0000	345	error-causing file		

The original document is available at  
<https://dev.tiki.org/item1404-Internal-Server-Error-500-on-preview-or-save>