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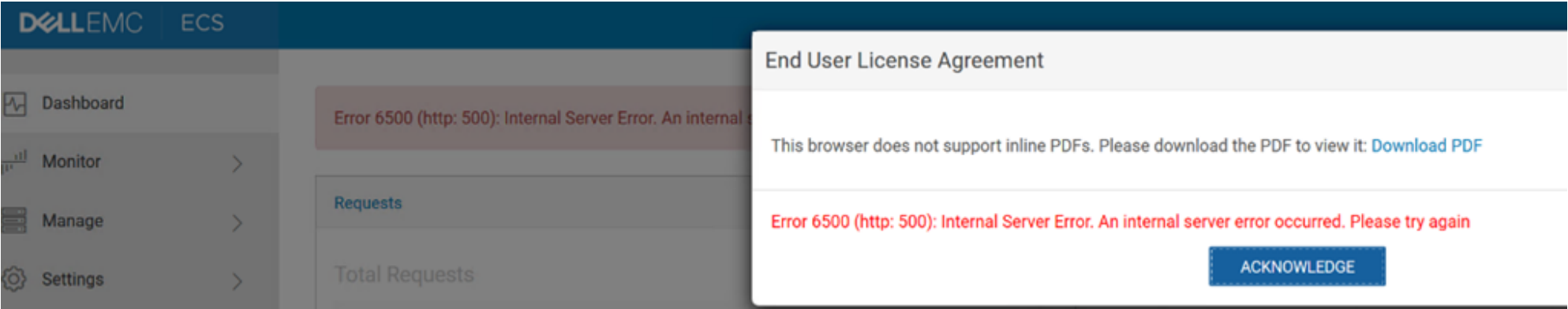
ECS: GUI Error 6500 (http: 500): Internal Server Error. An internal server error occurred.

Summary: This knowledge article explains why the ECS UI is unable to log in due login Error 6500 (http: 500): Internal Server Error. An internal server error occurred. Please try again.

Article Content

Symptoms

When logging into the UI on a specific node, the following error is seen on the dashboard or end user license agreement notification:



Cause

There are three ECS services responsible for UI login, stat, ecsportalsvc, and obcontrolsvc - these have stale entries which are not allowing the UI to log in.

Resolution

On the concerning node, restart the stat, ecsportalsvc, and obcontrolsvc. There is no impact restarting these services but it should be noted that any alerts generated on the UI on another node now are linked to these restarts:

Using service tools:

```
admin@node1:~> svc_node services restart -nw 10 -srv stat ecsportalsvc objcontrolsvc -n self
Starting utility inside a screen session
```

Legacy method:

```
admin@node1:~> pidof stat;sudo kill `pidof stat`;sleep 10; pidof stat
44050
65535
```

```
admin@node1:~> pidof ecsportalsvc;sudo kill `pidof ecsportalsvc`;sleep 10; pidof ecsportalsvc
42129
66505
```

```
admin@node1:~> pidof objcontrolsvc;sudo kill `pidof objcontrolsvc`;sleep 10; pidof objcontrolsvc
54251
76789
```

Confirm on the concerning node (rack 1 node 1) that the services have restarted and ensure that there are no services that are not running:

```
admin@node1:~> svc_node services -status
svc_node v1.2.1 (svc_tools v2.1.0)                Started 2022-02-25 11:40:49

Node r1n1:
  Services running:
    fabric-agent

    blobsvc      (102925) Started: 2021-12-20 17:07:17    cm      (102859) Started: 2021-12-20 17:07:17
    coordinatorsvc (102843) Started: 2021-12-20 17:07:17    dataheadsvc (102935) Started: 2021-12-20 17:07:17
    dtquery      (102951) Started: 2021-12-20 17:07:17    ecsportalsvc (66505) Started: 2022-02-25 11:31:08
    eventsvc     (102932) Started: 2021-12-20 17:07:17    georeceiver (102950) Started: 2021-12-20 17:07:17
    metering     (102908) Started: 2021-12-20 17:07:17    objcontrolsvc (69329) Started: 2022-02-25 11:31:32
    resourcesvc  (102939) Started: 2021-12-20 17:07:17    rm      (102851) Started: 2021-12-20 17:07:17
    sr          (102905) Started: 2021-12-20 17:07:17    ssm     (102899) Started: 2021-12-20 17:07:17
    stat        (65535) Started: 2022-02-25 11:30:55    storageserver (102896) Started: 2021-12-20 17:07:17
    vnest       (102847) Started: 2021-12-20 17:07:17

  Services not running:
    <none>
```

Return to the ECS UI and you can log in without issue.

Article Properties

Affected Product

ECS

Product

ECS Appliance, ECS Appliance Gen 1, ECS Appliance Gen 2, ECS Appliance Gen 3

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Version

7

Article Type

Solution