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1 getting error with horizon

horizon-500-error

Internal Server Error The server encountered an internal error or misconfiguration and was unable to complete your request.

asked Feb 21 '18

 Nirav
11 ● 1 ● 2

Please contact the server administrator at webmaster@localhost to inform them of the time this error occurred, and the actions you performed just before this error.

More information about this error may be available in the server error log.

Apache/2.4.18 (Ubuntu) Server at 10.120.54.87 Port 80

when trying to access the url

```
root@Openstack:~/horizon# sudo netstat -nap | grep 80 tcp6 0 0 :::80 :::* LISTEN 1204/apache2 unix 3 [ ]
DGRAM 13380 762/systemd-timesyn unix 3 [ ] STREAM CONNECTED 15010 980/cron
```

```
root@Openstack:~/horizon# sudo netstat -nlp Active Internet connections (only servers) Proto Recv-Q Send-Q
Local Address Foreign Address State PID/Program name tcp 0 0 127.0.0.1:11211 0.0.0.0:* LISTEN
1062/memcached tcp 0 0 0.0.0.0:22 0.0.0.0:* LISTEN 1065/sshd tcp6 0 0 :::80 :::* LISTEN 1204/apache2
tcp6 0 0 :::22 :::* LISTEN 1065/sshd udp 0 0 127.0.0.1:11211 0.0.0.0:* 1062/memcached Active UNIX domain
sockets (only servers) Proto RefCnt Flags Type State I-Node PID/Program name Path unix 2 [ ACC ]
STREAM LISTENING 17324 1313/systemd /run/user/1000/systemd/private unix 2 [ ACC ] SEQPACKET
LISTENING 10741 1/init /run/udev/control unix 2 [ ACC ] STREAM LISTENING 13769 1/init
/var/run/dbus/system_bus_socket unix 2 [ ACC ] STREAM LISTENING 13770 1/init /run/snapd.socket unix 2
[ ACC ] STREAM LISTENING 13771 1/init /run/snapd-snap.socket unix 2 [ ACC ] STREAM LISTENING
13772 1/init /run/acpid.socket unix 2 [ ACC ] STREAM LISTENING 10475 1/init /run/systemd/private unix 2
[ ACC ] STREAM LISTENING 10484 1/init /run/lvm/lvmetad.socket unix 2 [ ACC ] STREAM LISTENING 10485
1/init /run/systemd/journal/stdout unix 2 [ ACC ] STREAM LISTENING 10526 1/init
/run/systemd/fsck.progress unix 2 [ ACC ] STREAM LISTENING 10527 1/init /run/lvm/lvmpolld.socket unix 2
[ ACC ] STREAM LISTENING 16975 1204/apache2 /var/run/apache2/wsgi.1204.0.1.sock unix 2 [ ACC ]
STREAM LISTENING 13761 1/init /run/uidd/request unix 2 [ ACC ] STREAM LISTENING 15633 1088/iscsid
@ISCSIADM_ABSTRACT_NAMESPACE unix 2 [ ACC ] STREAM LISTENING 13762 1/init
/var/lib/lxd/unix.socket
```

Comments

As the error message says, check the log files. Apache and Horizon logs.

A better error description would include info about the cloud and the action that leads to this error.

 Berd Bausch (Feb 22 '18)

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Check the file system permission for openstack dashboard secret key.

`chown www-data:www-data /var/lib/openstack-dashboard/secret_key`

Also check mem cached service configuration on openstack dash board settings py file.

Ensure keystone details is properly configured on openstack dash board settings py file.

Check keystone service log and ensure keystone and mem cached service is up and running.

answered Feb 24 '18

 Radhakrishnan Rk
468 ● 10 ● 26 ● 29

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