

## Gisaf - Support #13422

### Gisaf is not working

25/12/2021 15:49 - Selvarani C

<b>Status:</b>	Closed	<b>Start date:</b>	25/12/2021
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Philippe May	<b>% Done:</b>	100%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Spent time:</b>	1.00 hour
<b>Description</b>			
Hi Philippe,  Gisaf is not connecting to server. I have attached the screen shot of the error message. Please check it.  Thanks.			

### History

#### #1 - 27/12/2021 15:41 - Selvarani C

- Assignee set to Philippe May

#### #2 - 27/12/2021 15:48 - Giulio Di Anastasio

To Selvarani:

Please do not write "Gisaf not working" as a title of ticket, but mention the type of error: in this case it should be something like "Cannot connect to the server (Bad Gateway)", so that when Philippe reads the ticket, he will have a idea of the problem just only reading the title...

To Philippe: please correct me if I am wrong

On another note: I tried to connect from home, and I got "502 Bad Gateway - nginx"

Hope this helps

Thanks

Giulio

#### #3 - 27/12/2021 16:08 - Philippe May

- % Done changed from 0 to 100

- Status changed from New to Resolved

I just came to CSR office. Thanks Giulio: "not working" is not helpful.

There was a shutdown last Saturday (Selvarani told and Vijay confirmed), maybe for battery maintenance. I found the server was OFF... Please, Selvarani, have a quick look in case the server does not respond at all (the 502 error shown in the web browsers is a symptom).

I started the server, and had to run a basic "fsck" (Linux partition standard repair tool) on /dev/sdd2.

All good now.

#4 - 29/12/2021 11:59 - Philippe May

- Status changed from Resolved to Closed

## Files

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Gisaf error 2021-12-25.png	65.7 KB	25/12/2021	Selvarani C
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