

RhodeCode CE/EE - Bug #5524

Cannot log into RhodeCode anymore

15.01.2019 15:33 - Thierry Wynsdau

Status:	New	Start date:	15.01.2019
Priority:	High	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Sorting:		Affected Version:	v4.11
Commit Number:			

Description

I try to log into Rhodes code with my admin account but it always gives me the error "The server has either erred or is incapable of performing the requested operation".
I can log into the server using my user account, another admin can log in using his account too.
The server is running normally.

History

#1 - 15.01.2019 15:36 - Marcin Kuzminski [CTO]

Hi Thierry,

Could it that somehow you activated maximum number of active accounts? If user cannot log-in maybe the server is not accepting new users because of license limit.

Please consider deactivating 1 or 2 accounts in order to lower the limit of active accounts.

Also check the rhodecode logs for explanation of why 500 error happens.

Best,

#2 - 15.01.2019 17:03 - Thierry Wynsdau

- File *enterprise.rar* added

Attached you will find the file compressed archive with the file *enterprise.log*

#3 - 15.01.2019 17:08 - Marcin Kuzminski [CTO]

Hi Thierry,

It looks again like the same problem as reported here: <https://issues.rhodecode.com/issues/5516>

Files

adminaccount_notOK.png	64.5 KB	15.01.2019	Thierry Wynsdau
useraccount_OK.png	97.1 KB	15.01.2019	Thierry Wynsdau
enterprise.rar	1.14 MB	15.01.2019	Thierry Wynsdau