

# HTTPS://TIMESHEET.DEV3.EV OLUDATA.COM/ SERVICE UNAVAILABLE

Status

✖ Closed

Priority

0 Emergency

Task

<https://timesheet.dev3.evolutadata.com/> Service Unavailable

Add a timesheet

[Add a timesheet for this task](#)

Emails

Assigned to

ricardo.melo

Assigned by

marclaporte

Also visible to

1- Visible to Anonymous (Public content)

Related

- [🔔 3 Want: Check with Virtualmin 7.2.1: pm.max\\_spare\\_servers vs pm.max\\_children assigned to ops](#)

Created

Thursday 29 of September, 2022 18:13:37 EDT

by Marc Laporte

LastModif

Monday 03 of October, 2022 23:34:43 EDT

## Comments



## From looking into the server ricardo.melo 2022-10-01 15:31

looks like php-fpm 7.4 is down.

I tried to restart the service, but there is still an error:



```
root@dev3:/etc/php/7.4/fpm/pool.d# systemctl status php7.4-
fpm.service
● php7.4-fpm.service - The PHP 7.4 FastCGI Process Manager
   Loaded: loaded (/lib/systemd/system/php7.4-fpm.service;
   enabled; vendor preset: enabled)
   Active: failed (Result: exit-code) since Sat 2022-10-01
21:24:32 CEST; 9s ago
     Docs: man:php-fpm7.4(8)
   Process: 688995 ExecStart=/usr/sbin/php-fpm7.4 --nodaemonize --
fpm-config /etc/php/7.4/fpm/php-fpm.conf (code=exited, status=78)
   Process: 688996 ExecStopPost=/usr/lib/php/php-fpm-socket-helper
remove /run/php/php-fpm.sock /etc/php/7.4/fpm/pool.d/www.conf 74
(code=exited, status=0/SUCCESS)
   Main PID: 688995 (code=exited, status=78)
      CPU: 101ms

Oct 01 21:24:31 dev3.evoludata.com systemd[1]: Starting The PHP 7.4
FastCGI Process Manager...
Oct 01 21:24:32 dev3.evoludata.com php-fpm7.4[688995]: [01-Oct-2022
21:24:32] ERROR: [pool 16532857727163] cannot get uid for user
'wireframe'
Oct 01 21:24:32 dev3.evoludata.com php-fpm7.4[688995]: [01-Oct-2022
21:24:32] ERROR: FPM initialization failed
Oct 01 21:24:32 dev3.evoludata.com systemd[1]: php7.4-fpm.service:
Main process exited, code=exited, status=78/CONFIG
Oct 01 21:24:32 dev3.evoludata.com systemd[1]: php7.4-fpm.service:
Failed with result 'exit-code'.
Oct 01 21:24:32 dev3.evoludata.com systemd[1]: Failed to start The
PHP 7.4 FastCGI Process Manager.
```

looking into the pool 16532857727163



```
root@dev3:/etc/php/7.4/fpm/pool.d# cat 16532857727163.conf
[16532857727163]
user = wireframe
group = wireframe
listen.owner = wireframe
listen.group = wireframe
listen.mode = 0660
listen = 127.0.0.1:8005
pm = dynamic
pm.max_children = 9999
pm.start_servers = 1
pm.min_spare_servers = 1
pm.max_spare_servers = 5
php_value[upload_tmp_dir] = /home/wireframe/tmp
php_value[session.save_path] = /home/wireframe/tmp
php_admin_value[sys_temp_dir] = /root/tmp
```

Pool was deleted and after I was able to start the service:



```
root@dev3:/etc/php/7.4/fpm/pool.d# systemctl status php7.4-
fpm.service
php7.4-fpm.service - The PHP 7.4 FastCGI Process Manager
   Loaded: loaded (/lib/systemd/system/php7.4-fpm.service;
   enabled; vendor preset: enabled)
   Active: active (running) since Sat 2022-10-01 21:28:41 CEST;
   39s ago
     Docs: man:php-fpm7.4(8)
    Process: 690465 ExecStartPost=/usr/lib/php/php-fpm-socket-
helper install /run/php/php-fpm.sock
/etc/php/7.4/fpm/pool.d/www.conf 74 (code=exited, status=0/SUCCESS)
   Main PID: 690448 (php-fpm7.4)
    Status: "Processes active: 0, idle: 16, Requests: 0, slow: 0,
Traffic: 0req/sec"
     Tasks: 17 (limit: 9509)
    Memory: 24.9M
       CPU: 179ms
    CGroup: /system.slice/php7.4-fpm.service
           └─690448 php-fpm: master process
(/etc/php/7.4/fpm/php-fpm.conf)
           └─690449 php-fpm: pool 1650522253971
           └─690450 php-fpm: pool 165056350110875
           └─690451 php-fpm: pool 165073266828490
           └─690452 php-fpm: pool 165125282422078
```

```
└─690453 php-fpm: pool 165377404725646
└─690454 php-fpm: pool 165465109826225
└─690455 php-fpm: pool 16548834701578
└─690456 php-fpm: pool 165548670928502
└─690457 php-fpm: pool 165568057629111
└─690458 php-fpm: pool 165704284232638
└─690459 php-fpm: pool 165976644219967
└─690460 php-fpm: pool 166006597920571
└─690461 php-fpm: pool 166123377821920
└─690462 php-fpm: pool 1663001678742806
└─690463 php-fpm: pool www
└─690464 php-fpm: pool www
```

```
Oct 01 21:28:41 dev3.evoludata.com systemd[1]: Starting The PHP 7.4
FastCGI Process Manager...
Oct 01 21:28:41 dev3.evoludata.com php-fpm7.4[690448]: [01-Oct-2022
21:28:41] WARNING: Found multiple addresses for localhost, ::1
ignored
Oct 01 21:28:41 dev3.evoludata.com php-fpm7.4[690448]: [01-Oct-2022
21:28:41] WARNING: Found multiple addresses for localhost, ::1
ignored
Oct 01 21:28:41 dev3.evoludata.com php-fpm7.4[690448]: [01-Oct-2022
21:28:41] WARNING: Found multiple addresses for localhost, ::1
ignored
Oct 01 21:28:41 dev3.evoludata.com php-fpm7.4[690448]: [01-Oct-2022
21:28:41] WARNING: Found multiple addresses for localhost, ::1
ignored
Oct 01 21:28:41 dev3.evoludata.com systemd[1]: Started The PHP 7.4
FastCGI Process Manager.
```

This would be likely a bug in virtualmin if the user was deleted from the web interface.



Perhaps related

[Marc Laporte](#) 2022-10-02 23:03

[item83818-Fresh-install-of-WikiSuite-failed-Job-for-php7-4-fpm-service-failed-because-the-control-process-exited-with-error-code-See-systemctl-status-php7-4-fpm-service-and-journalctl-xe-for-details](#)



Spin offs

[Marc Laporte](#) 2022-10-03 23:34

- [item83882-pm-max\\_spare\\_servers-vs-pm-max\\_children](#)
- [item83847-Virtualmin-Improve-System-Settings-Re-Check-Configuration-to-detect-issues-with-PHP-FPM](#)