


Troubleshooting "System Error, check webserver log file. Error code:704"

Problem

When accessing the web interface, the error displayed in the picture below might appear.

Error

 System error, check webserver log file. Error code:704

Solution

This means that either the PHP code that runs on that specific page has exited with an error or that a system error has occurred. Usually `/usr/local/voipnow/admin/log/php_error.log` reports the exact failure reason, as explained below.

1. **Interface error MySQL ERROR: Query error: 144 Table './voipnow/call_history#P#p2011010'**

This interface error is marked as crashed and last (automatic?) repair failed. To solve this, the `call_history` table must be repaired using the following command:

```
repair table call_history;
```

2. **Interface error MySQL ERROR: Query error: 1267 Illegal mix of collations (ascii_general_ci,IMPLICIT)**

In this case, it is very likely that something was pasted and unicode chars were being used.

If this is the case, please [contact Helpdesk](#) and report this issue.

3. **Possible disk space issue**

Verify you have enough free disk space (especially to the partition where `/var/lib/mysql` exists).

4. **Interface error MySQL ERROR: Query error: 1728 Cannot load from mysql.proc.**

This appears due to failed upgrade. To solve this, run the following:

```
/etc/voipnow/.sqldb
```

then this:

```
mysql_upgrade -u`cat /etc/voipnow/.sqldb|awk -F ":" '{print $2}'` -p`cat /etc/voipnow/.sqldb|awk -F ":" '{print $3}'`
```

For any other reported error, please [contact Helpdesk](#).

Related articles

- [How to find files stored on the local disk](#)
- [How to update the operating system of your VoipNow server](#)
- [How to connect to the VoipNow database](#)
- [How to allow remote MySQL connections to the VoipNow server](#)
- [How to delete older call reports](#)