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.

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