Error 500

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This error indicates a problem with your origin web server, preventing it from fulfilling the request.

Common causes

The `Error establishing database connection message` is a common HTTP `500` error, typically indicating an origin web server issue. If you encounter this error, contact your hosting provider for assistance.

Resolution

When dealing with most `5XX` errors, the first step is to reach out to your hosting provider or site administrator to help troubleshoot the issue. Share the necessary error details to your hosting provider to assist troubleshooting the issue.

However, if the `500` error contains `cloudflare` or `cloudflare-nginx` in the HTML response body, contact Cloudflare support and provide the following details:

- Your domain name
- The time and timezone of the `500` error occurrence
- The output of `www.example.com/cdn-cgi/trace` from the browser where the `500` error was observed (replace `www.example.com` with your actual domain and hostname)

:::note

If you observe blank or white pages when visiting your website, confirm whether the issue occurs when temporarily pausing Cloudflare and contact your hosting provider for assistance. :::

Workers-specific causes

Error 500 can also occur when using Cloudflare Workers:

- A Cloudflare Worker throws a runtime JavaScript exception (see Error 1101)

If you are using Workers, check the Workers dashboard for error logs and exceptions.

Troubleshooting steps

1. **Check recent configuration changes**: Review any recent changes to Page Rules, Transform Rules, or Workers that might affect request processing.
2. **Verify origin connectivity**: Ensure your origin server is responding correctly and within acceptable timeframes.
3. **Review Workers logs**: If using Workers, check for JavaScript exceptions or CPU time limit errors in the Workers dashboard.
4. **Test with Cloudflare paused**: Temporarily pause Cloudflare to determine if the issue is origin-related.

Known Cloudflare issue leading to HTTP Error 500

- A configuration issue on Page Rules can generate HTTP Error `500`. Refer to Page Rules troubleshooting for more details and resolution.

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