

Error Code: 500 Internal Server Error. The Request Was Rejected By The HTTP Filter

Summary

Following error pops up when trying to access an open ticket as a customer

Error Code: 500 Internal Server Error. The request was rejected by the HTTP filter. Contact the server administrator (12217)

Applies To

MachPanel all versions

ISA Server

Solution

On investigation it was found that the problem occurs upon accessing the URL in an environment controlled by ISA server. The ISA HTTP filter blocks the connection causing the error.

To solve this problem please do the following on ISA Server:

1. Edit the publishing rule.
2. Go to **traffic** tab
3. Click the **filtering** button
4. Select **configure HTTP** and then un-check **Verify Normalisation**.

Once the configuration is applied everything will work as expected.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/50089/Error-Code-500-Internal-Server-E...>