

Guide to Ruby Installations - Troubleshoot

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Important:

Ruby on Rails does **not** function on Amazon Linux servers.

Troubleshoot your installation

Warning:

We **deprecated** the legacy Ruby codebase in cPanel & WHM version 66. We will not support any applications you create with the following interfaces:

- cPanel's *Ruby on Rails* interface (*cPanel >> Home >> Software >> Ruby on Rails*).
- cPanel's *RubyGems* interface (*cPanel >> Home >> Software >> RubyGems*).
- The *Ruby Gem installer* in WHM's *Module Installers* interface (*WHM >> Home >> Software >> Module Installers*).

To install Ruby and create Ruby web applications in cPanel & WHM version 66 and later, follow the directions in our [How to Create Ruby Web Applications](#) documentation.

This document outlines several problems that you may experience with your Ruby installation.

Ruby on Rails® web server port

Ruby on Rails uses its own web server, which **must** run on an alternate port. This causes an issue if you run a firewall on your system.

Important:

Ensure that you have opened each Ruby application's port in your firewall. We recommend that you only open the range of ports that are necessary to access each application (for example, if you run six Ruby applications, open ports 12001 through 12006 on the firewall).

Unavailable RubyGems repository

Occasionally, the RubyGems repository is unavailable. If the RubyGems repository is unavailable during the installation process, run the `/usr/local/cpanel/scripts/installruby` script again.

For more information, read the [Ruby documentation](#).

Mongrel-specific errors

To troubleshoot Mongrel-specific errors, review the `/log/mongrel.log` file.

- If the errors indicate uninstalled gems, install them with the `gem install name` command, where `name` represents the gem name.

- If the errors indicate the wrong version of gems, run the `gem uninstall` command, and then reinstall the correct gem version.

You can also restart the Mongrel server manually to resolve other issues. To do this, run the following command:

```
mongrel_rails start -p -d -e production -P log/mongrel.pid
```

Note:

Run this command from the Ruby on Rails application's base directory as the user who owns the Ruby application.

Other problems

If you encounter an unidentified problem, you can perform the following actions to troubleshoot the issue:

- Use Ruby's built-in tools to diagnose the problem.

Note:

cPanel & WHM uses the standard set of Ruby on Rails tools.

- Check the `/usr/local/cpanel/logs/error_log` file and the `/log/mongrel.log` file for Ruby-related errors.
- Check for application-specific errors in the `/log/mongrel.log` file.

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Additional documentation

Suggested documentation [For cPanel users](#) [For WHM users](#) [For developers](#)

- [How to Create a Jekyll Ruby Application](#)
- [How to Create Ruby Web Applications](#)
- [How to create a Sinatra Ruby Application](#)
- [How to Install a Redmine Web Application](#)
- [Guide to Ruby Installations - Uninstall Ruby - yum](#)

Content by label

There is no content with the specified labels



- [How to Create a Jekyll Ruby Application](#)
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- [UAPI Functions - PassengerApps::ensure_deps](#)

- UAPI Functions - PassengerApps::list_applications
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