

Internal error (The application has experienced an internal error)

#### **THE INFORMATION IN THIS ARTICLE APPLIES TO:**

- Mail Express, all versions

#### **SYMPTOM**

When you try to upload files to Mail Express from two tabs or windows within the same browser, the sending of files from the first tab/window succeed, but the second tab/window fails with an "Internal error (The application has experienced an internal error)" page. (The files are probably very large or you are using a slow connection.)

#### **RESOLUTION**

On the failed tab or window, click the browser's **Back** button, reattach your file(s), and then click **Send** in Mail Express.

#### **MORE INFORMATION**

Mail Express only responds to a user's requests sequentially (one-at-a-time). That is, within the user's "session," requests that render the user interface are processed sequentially, in the order they were received. Requests will wait up to one minute for their turn to be processed. If that time expires before the request has been serviced, it will time out with the "Internal error" page.

In the system logs, the administrator will find an ERROR message similar to "After 1 minute the Pagemap null is still locked by: Thread[http-443-8,5,main], giving up trying to get the page for path: 1:uploadPanel:subFormSubmitFields."

When a user is uploading a large file (or many files that are large in aggregation) and/or is communicating with Mail Express over a slow connection, it can take longer than 1 minute for Mail Express to completely receive the upload request. If the user (from within the same session) begins some other request (for another Mail Express page, for example), that subsequent request has to wait for the first to complete and may experience the behavior described above.

If you use separate sessions (use different browsers, for example) to send simultaneous requests, this behavior will be avoided.

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