Apache 2.4 On Windows Having Random Locks

Applies To

Zend Server 9

Apache 2.4

Windows Server 2008 / 2012

Symptoms

Apache server experiences random locks and becomes unresponsive for long periods of time. This happens regardless of web traffic through Apache. You can then find numerous errors of these 2 types in the Apache error log:

Error type 1:

> [Mon Dec 19 15:13:03.418364 2016] [mpm_winnt:warn] [pid 3176:tid 1628] (OS 64)The specified network name is no longer available. : AH00341: winnt_accept: Asynchronous AcceptEx failed.

Error type 2:

> [Mon Dec 19 15:23:08.112350 2016] [fcgid:warn] [pid 3176:tid 472] mod_fcgid: process 4216 graceful kill fail, sending SIGKILL

Solution

To resolve the first error message, which is generally caused by a faulty program or driver inserting itself into the Windows network stack, the following lines needs to be added to the Apache's configuration file (located *under Zend Server installation directory\Apache24\conf\httpd.conf*):

```
AcceptFilter https none
AcceptFilter http none
```

This disables the accept filters for the HTTP and HTTPS protocols. More information on accept filters can be found on this page: AcceptFilter Directive

The second error message is caused by having insufficient I/O timeout for FastCGI. The solution would be to increase the timeout in Apache's configuration file (located *under Zend Server installation directory\Apache24\conf\httpd.conf*) by editing the following directive:

```
FcgidIOTimeout 120
```

Note

The suggested value of 120 is to be regarded as an initial value. If afterwards Apache continues to log [fcgid:warn] messages, the timeout can be increased further.

More information on the FastCGI I/O timeout can be found on this page: FcgidIOTimeout Directive

Restart Needed!

The last step is to restart Zend Server services, by using **Start | All Programs | Zend Server | Support Tool | select "Restart" | click "Next" | click "Yes"**.