Error 500 with Google Calendar
Posted by fidorulz - 2013/05/10 07:49

Since yesterday afternoon im getting the following error when my events try to refresh or download

http://img29.imageshack.us/img29/9651/53364621.jpg

Im using the same configuration as prior and have removed and re-added my account.

Is there any reason it would do this and how do I fix it

==========

Re:Error 500 with Google Calendar
Posted by dartrout - 2013/05/10 11:15

I am also having the same problem. Has been a problem since May 3rd. When it started it was just taking a very long time to sync, however, now I am getting the Server 500 Error. Need to know what to do. thanks!

==========

Re:Error 500 with Google Calendar
Posted by Rainy - 2013/05/11 05:39

Can you run Rainlendar in the debug mode and send the debug log to me (use the support email address and include a link to this forum thread).

==========

Re:Error 500 with Google Calendar
Posted by fidorulz - 2013/05/11 18:27

I'll do that on Tuesday when I get into work. I only use the program at work since I have to use outlook

==========

Re:Error 500 with Google Calendar
Posted by troppmann - 2013/05/11 20:00

---

actually having trouble figuring out how to turn on debug...gots a link for this someplace?

thank you

==========

Re:Error 500 with Google Calendar
Posted by Rainy - 2013/05/12 01:31

There is a shortcut called "Debug Rainlendar2" in the program folder (usually C:\Program Files\Rainlendar2). Just start Rainlendar from it to enable the debugging.

==========

Re:Error 500 with Google Calendar
Posted by cindytg - 2013/05/12 18:43

I am also experiencing the same issue. It has been happening for at least three days. I tried to run the "debug rainlendar2" and it only tells me that the program has stopped working. I shut down rainlendar and tried again, and still

get the same message.

==========

Re:Error 500 with Google Calendar
Posted by Jorge_Luis - 2013/05/12 19:10

Rainy wrote:
Can you run Rainlendar in the debug mode and send the debug log to me (use the support email address and include a link to this forum thread).

As Rainy said, you need to send him the log file. It's stored according to the operative system (see here for the path folder).

==========

Re:Error 500 with Google Calendar
Posted by bastrand - 2013/05/13 02:08

What is the latest on this? I am still unable to download/upload my Google calendars to Rainlender. What gives...???
Thanks :S

==========

Re:Error 500 with Google Calendar
Posted by bhstraume - 2013/05/13 09:24

I am also having the same problem. It suddenly appeared now in May without any changes to the settings.

==========

Re:Error 500 with Google Calendar
Posted by Rainy - 2013/05/13 11:59

Here's what I know:

- The problem seems to affect only some people.
- It doesn't affect all calendars (It looks that only the primary calendar causes the error. Please correct me if this is not the case)
- Authentication to Google's server works and also reading the list of calendars from the server
- Reading the events is what fails and the failure happens always with the same calendar
- Google tasks work fine

I don't know what triggered this error but it is something that Google has done to their service. The error just says "Internal error" without any additional information.

What I still would like to know is:

- How many events (i.e. more or less than 1000) do you have in the calendar that gives the error 500?
- If you set the "Import limit" setting e.g. to "Future only" does that get rid of the error?
- Are you able to read the xml or ical feeds from the Google's website? (click the XML or ICAL button for the private address in the calendar settings)
- Can you access the calendar via CalDAV? (Check the url from here: https://support.google.com/calendar/answer/99358?hl=en)
- Does other calendars (e.g. Mozilla Lightning with the Google Calendar Provider) work?

==========

Re:Error 500 with Google Calendar
Posted by troppmann - 2013/05/13 12:20

To answer your questions:

More than a 1000
Set to future only still creates error
ICAL has an error
XML gives Sorry, this calendar does not have public access enabled. If you are the calendar owner, you can make this calendar public on the calendar sharing settings page

caldav gets me HTTP method not allowed

Dont have access to other calender methods.

==========

Re:Error 500 with Google Calendar
Posted by cindytg - 2013/05/13 13:05

I just sent it via email, as a reply to some questions on this forum. Rainy should have my log.

==========

Re:Error 500 with Google Calendar
Posted by bhstraume - 2013/05/13 14:17

You are right. It only affects the primary calendar for me.

When I changed the import limit settings to "Future only", the error disappeared.

==========

Re:Error 500 with Google Calendar
Posted by cindytg - 2013/05/13 14:30

Where do you set "future only"

==========

Re:Error 500 with Google Calendar
Posted by marcopivetta - 2013/05/13 18:50

---

icon tray > options > calendars > google > google calendar

==========

Re:Error 500 with Google Calendar
Posted by cindytg - 2013/05/13 19:35

My default appears to be in icalendar format. My named calendar is in Google and so is the holiday calendar. I changed both of those and all seems to be working again. Thanks so much!

==========

Re:Error 500 with Google Calendar
Posted by troppmann - 2013/05/13 20:25

---

changed them how?

on rainlendar or google?

==========

Re:Error 500 with Google Calendar
Posted by cindytg - 2013/05/13 20:53

Rainlendar... Following the directions above... Which I will repost here...

icon tray > options > calendars > google > google calendar
Change the import limit to "future only" by using the drop down box on your highlighted calendar name

==========

Re:Error 500 with Google Calendar
Posted by troppmann - 2013/05/14 07:59

---

ok, i have done that...still a problem

==========

Re:Error 500 with Google Calendar
Posted by Rainy - 2013/05/14 10:31

It seems that the problem is caused by the number of events (or their total size) there are in the calendar. Google might be limiting the traffic by returning the error if the resulting list would be too large.

The workaround for this is to change the import limit setting for the calendar in Rainlendar's options or to remove the old events from the calendar. You can also just create a new calendar in Google and start using that one. If you want to see your old events in Rainlendar still too you can try to use the calendar's (read-only) ical feed with the Rainlendar's Network Shared Calendar (you can get the URL by clicking the green ICAL button in the calendar's settings in the Google's website).

==========

Re:Error 500 with Google Calendar
Posted by troppmann - 2013/05/14 11:07

OK, i am going to go in a different direction with this...run a sync straight from google to the Outlook 2013 Calendar and then have rainlendar pull that information into it.

==========

Re:Error 500 with Google Calendar
Posted by dartrout - 2013/05/14 11:52

I don't think that is correct in my case, I have done all that has been suggested and I am still having problems, but only on my Windows 8 laptop .... I also have a Macbook Pro and thought out of these problems with Rainlendar on the Win 8 laptop, I have never had a problem with Rainlendar on my Macbook. Works just like it always did, so if this is a problem with Google servers and the number of events that is being downloaded, then why wouldn't the same problem happen with the Macbook?
I think my only solutions is to stop using Google Calendar sync and just use my iCal on iCloud.

Not trying to be difficult, but just wanted to pass along that information, but if this problem was just with the Google Servers I should be having the same problem on my Mac, and I am not having the problem on the Mac.

==========

Re:Error 500 with Google Calendar
Posted by Rainy - 2013/05/14 12:37

Well, the server does not know (or care) if the request comes from a Mac or PC. The Rainlendar's implementation is also identical in both platforms so you should see the same problem no matter what computer you are using. If you send me the Rainlendar's debug log from both versions I can check what's the difference.

==========

Re:Error 500 with Google Calendar
Posted by dblacker - 2013/05/14 13:02

FYI: May be coincidence but I think I was attempting to add new categories at about the time this happened. I never messed with categories previously. I created 3, moved them to the top of the categories list. Think I created an event with a 'circle' icon but the icon had no associated category in the list. Maybe this is nothing but thought I would pass it along.

==========

Re:Error 500 with Google Calendar
Posted by bastrand - 2013/05/14 22:03

This seems to work for me :woohoo:. Thx!

==========

Re:Error 500 with Google Calendar
Posted by fidorulz - 2013/05/15 05:05

bastrand wrote:
This seems to work for me :woohoo:. Thx!

What worked for you?

==========

Re:Error 500 with Google Calendar
Posted by fidorulz - 2013/05/15 08:42

Log file has been emailed to you. I turned on future events only and same issue occures

==========

Re:Error 500 with Google Calendar
Posted by dartrout - 2013/05/15 09:52

I created a new Google Calendar and then copied the events from the old google calendar to the new google calendar. I then setup the new google calendar in Rainlendar2, but the same results, I still have the same 500 error.

==========

Re:Error 500 with Google Calendar
Posted by fidorulz - 2013/05/16 14:06

Any news on this issue? Obviously many people are having the same problem

==========

Re:Error 500 with Google Calendar
Posted by fidorulz - 2013/05/16 14:25

Found a solution for me but took forever.

Seems it was 1 corrupted entry that caused the whole issue.

I exported the calendar from google calendar and then credited a new calendar and imported the entries.

I setup the new calendar in Rainlendar and proceeded to erase entries 1 by 1 until I stopped getting the error 500

After maybe 20 entries (out of 145) I found it. I removed the same entry from my regular google calendar and syncing is no longer an issue. I then re-programmed my entry with no issues

==========

Re:Error 500 with Google Calendar
Posted by Rainy - 2013/05/17 00:51

Seems it was 1 corrupted entry that caused the whole issue.
I think you are correct. I created a new Google calendar with 3000 events and everything worked just fine so the number of events does not seem to cause the issue after all.

Can you give any details about the problematic event which might help with others to locate similar ones too? Was it a single or a recurring event? Was it originally created with Rainlendar or in the Google's website?

==========

Re:Error 500 with Google Calendar
Posted by delvesbro - 2013/05/17 11:44

Hi,

I have had the same problem since a week or two. I have tried reducing the number of entries, but it does not seem to make a difference. Perhaps I need to persevere, but I have limited the calendar to future events.
The log is attached. http://www.rainlendar.net/cms/images/fbfiles/files/rainlendar2-f6e28ed1289a7f1bc2a0b93c51fd9c70.txt

==========

Re:Error 500 with Google Calendar
Posted by fidorulz - 2013/05/17 11:49

Rainy wrote:
Seems it was 1 corrupted entry that caused the whole issue.
I think you are correct. I created a new Google calendar with 3000 events and everything worked just fine so the number of events does not seem to cause the issue after all.

Can you give any details about the problematic event which might help with others to locate similar ones too? Was it a single or a recurring event? Was it originally created with Rainlendar or in the Google's website?

The event in question that got corrupted for me was a monthly re-occurring event with no end date

It was originally created on my android phone almost 6 months ago and had no issues until start of May so not sure why it got corrupted all of a sudden

==========

Re:Error 500 with Google Calendar
Posted by MarkJStein - 2013/05/21 00:13

Temp Fix: I got my Error msg problem to go away! Basically, I simply changed Import Limit for the calendar with the error to "Past 2 Years", and now no error. I changed setting back to its original "Everything" and the error returns. Actually, I found that any choice, other than Everything, results in no error.

Programmer: I think there is a problem with the dropdown tool for the Import Limit. While I was troubleshooting, I got the dropdown to display the list twice (see attached image). When I picked from the top/first list, I even got the field display to go blank. I'm guessing that the date range being queried from Google is blank or corrupted - thus the error message. I sure hope my temp fix helps others in the meantime. I love this app, but the missing calendar entries were killing me.

http://www.rainlendar.net/cms/images/fbfiles/images/Img__20130521_002.gif

==========

Re:Error 500 with Google Calendar
Posted by Rainy - 2013/05/21 10:36

True, the Import limit list doesn't get cleared if the settings are requested twice. I'll fix that (it's not related to the error 500 though).

==========

Re:Error 500 with Google Calendar
Posted by gus - 2013/05/27 22:39

I just installed the Rainlendar b129 and I immediately got the 500 error when trying to connect to Google Calendar.

After deleting all my recurring events the connection was successful.

I added back 3 recurring monthly Monday events using the Rainlendar interface.
This however placed my events into Google calendar wrong.
The first instance of each event was correctly placed on Monday.
All subsequent events were placed on Sundays (day before).

My guess is there is a bug in the Rainlendar sync with recurring events.
I do not have any debug shortcuts as someone else described.
Not a good experience for a new paid subscriber.
Rats!

==========