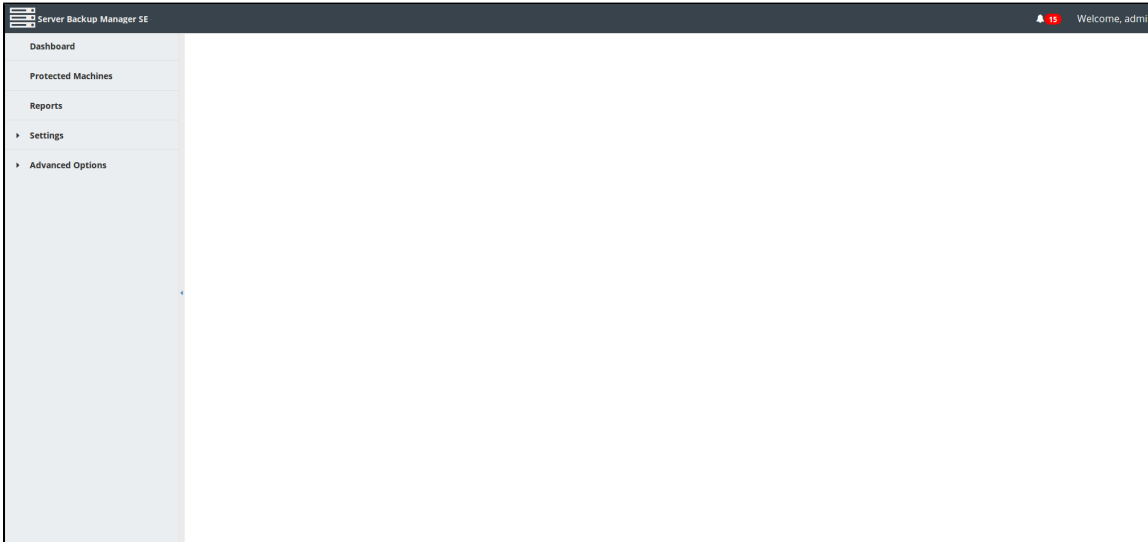


# Adding a new protected machine results in a blank screen

## Symptom

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When clicking +New Machine to add a new protected machine, the new machine is not added, and instead the user is presented with a blank screen.



Additionally, the following error may be found in Nginx logs :

```
upstream sent invalid chunked response while reading upstream
```

## Cause

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This issue is caused by a running Nginx reverse proxy on the Backup Manager system. By default, Nginx uses Http 1.0 when functioning as a reverse proxy. The "Transfer-Encoding: chunked" response in the R1Soft Backup Manager headers, requires Http 1.1 when no chunked data is sent.

## Resolution

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Configuring Nginx to use Http 1.1, by adding the lines below, resolves this issue.

```
proxy_http_version 1.1;  
proxy_set_header Connection "";
```

Depending on how Nginx is being used, the configuration change may be added to one of the following conf files:

Global Configuration :

Add the following lines to the http{} section of the primary configuration file : /etc/nginx/nginx.conf

```
# Chunked response handling
proxy_http_version 1.1;
proxy_set_header Connection "";
```

Server Block Configuration (installed from the official Nginx repository) :

Add the following lines to the site config of the virtual host, located here : /etc/nginx/conf.d/

Example:

```
# R1Soft
location / {
    proxy_pass http://127.0.0.1:8080;
    ...
    proxy_http_version 1.1;
    proxy_set_header Connection "";
}
```

Server Block Configuration (installed from Debian or Ubuntu Repositories) :

Add the following lines to the site config of the virtual host, located here :

/etc/nginx/sites-available/

(configs created in this folder are typically enabled by symlinking to /etc/nginx/sites-enabled/ )

Example:

```
# R1Soft
location / {
    proxy_pass http://127.0.0.1:8080;
    ...
    proxy_http_version 1.1;
    proxy_set_header Connection "";
}
```

NOTE: After adding the config lines to the appropriate location for your installation, nginx will need to be reloaded with :

```
# nginx -s reload
```

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