

# Fix error 500 issue when adding users on poste mailserv

## Issue: HTTP 500 Error on User Creation (Poste.io v2.3.10)

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### The Problem

When attempting to create a new email account via the Poste.io administration panel, the system returned an **HTTP 500 Internal Server Error**.

### The Root Cause (verified)

The failure was a **database schema integrity violation** within the SQLite backend. Specifically:

- **Database File:** `users.db`
- **The Error:** `NOT NULL constraint failed: users.internalOnly`
- **The Conflict:** The database schema for the `users` table required a value for the `internalOnly` column (set to `NOT NULL`). However, the web administration form in version 2.3.10 was not sending a value for this field during the `INSERT` operation. Because no default value was defined in the schema, the database rejected the transaction, crashing the PHP process.

### The Solution

The issue was resolved by manually altering the SQLite database schema to provide a default value for the problematic column. This allows the database to accept the form submission even when the `internalOnly` flag is missing.

#### Step-by-Step Resolution:

1. **Located the correct database:** Identified `users.db` in the `/data` directory as the host of the `users` table.
2. **Modified the Schema:** Performed a table reconstruction to add a `DEFAULT` constraint:

- Created a temporary table with the correct schema: `internalOnly BOOLEAN NOT NULL DEFAULT 0`.
  - Migrated all existing user data to the new structure.
  - Restored the original table name and all associated indexes (`IDX_1483A5E98DFE9A8`, `login`, `search`, etc.).
3. **Result:** The "Submit" action now succeeds because the database automatically populates the `internalOnly` field with `0` when the application fails to provide it.

The screen will look like this after successfully adding the user

poste.io mailserver Webmail Logout

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- Dashboard
- Email accounts**
- Virtual domains
- Quarantine
- Delivery queue
- Blacklist/Whitelist
- Server status
- System settings
- My account
- API

Email successfully created

### Statistics

Today: ↓ 0 ↑ 0      Yesterday: ↓ 0 ↑ 0      30 days: ↓ 0 ↑ 0      Average: ↓ 0/day ↑ 0/day

### Basic information

Name	testuser2026053
Home	/data/domains/██████████
Disabled account	✘ no
Domain administrator	✘ no

“ **Note:** No service restart was required as SQLite handles schema changes dynamically for new connections

Version **2.3.10 FREE # 1984**

Latest available version **2.5.12**

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