

Redmine - Defect #10082

Redmine hangs when opening specific issue

2012-01-28 11:14 - Daniel Laf

Status:	Closed	Start date:	
Priority:	High	Due date:	
Assignee:		% Done:	0%
Category:	Code cleanup/refactoring	Estimated time:	0.00 hour
Target version:		Affected version:	1.3.0
Resolution:	Invalid		

Description

When I was opening an specific issue that had a lot of subtasks, Redmine took all system memory resources. After doing a lot of investigation I found that one of the subtasks had the "Due date" incorrectly set to *5000-01-01*, so the main task had the date too.

This kills your webserver and you can reproduce this error on any issue (even if it doesn't have a subtask). On Redmine setups that non-trusted users can create issues, this is a very serious bug.

There should be a configuration option setting the max time in the future we can handle issues, like "Max future date = 2 years" and also the algorithm that handles *Due date* should be checked, something is wrong there.

History

#1 - 2012-01-28 18:30 - Jean-Philippe Lang

- Resolution set to *Cant reproduce*

I've just done the test and it works for me with a due date set to 5000-01-01.

#2 - 2012-01-28 19:07 - Daniel Laf

I've just tested on demo.redmine.org and it does work fine.

<http://demo.redmine.org/issues/736>

I see that demo.redmine.org is running 1.3.0.devel.8684.

My setup is running 1.3.0.

```
About your application's environment
Ruby version          1.8.7 (x86_64-linux)
RubyGems version      1.4.2
Rack version          1.1
Rails version         2.3.14
Active Record version 2.3.14
Active Resource version 2.3.14
Action Mailer version 2.3.14
Active Support version 2.3.14
Edge Rails revision   unknown
Application root      /var/www/redmine
Environment            production
Database adapter       mysql
Database schema version 20110902000000
```

```
About your Redmine plugins
Redmine Better Gantt Chart plugin      0.6.0
Redmine Wiki Gchart LaTeX-style Formula plugin 0.0.4
Stuff To Do Plugin                     0.4.0
Redmine XML Import plugin              0.0.1
```

#3 - 2012-03-22 16:12 - Daniel Laf

Just had the same problem with 1.3.1.

I was not able to open the ticket until `due_date` was changed. This `due_date` was set automatically by Redmine when updating child issues.

```
mysql> select * from issues where id = 19\G
*****
          id: 19
          tracker_id: 2
```

```
project_id: 2
  subject: xxxxxxxx
description: yyyyyyy
  due_date: 5000-01-01
category_id: 6
  status_id: 1
assigned_to_id: NULL
  priority_id: 4
fixed_version_id: NULL
  author_id: 3
lock_version: 13
  created_on: 2012-01-19 13:00:40
  updated_on: 2012-03-21 16:11:50
  start_date: 2012-02-07
  done_ratio: 50
estimated_hours: NULL
  parent_id: NULL
  root_id: 19
    lft: 1
    rgt: 14
  is_private: 0
1 row in set (0.00 sec)
```

```
mysql> update issues set due_date = "2012-04-15" where id = 19;
Query OK, 1 row affected (0.18 sec)
Rows matched: 1  Changed: 1  Warnings: 0
```

#4 - 2012-04-27 01:00 - Vasiliy Zaytcev

- *Status changed from New to Resolved*

i have removed plugin redmine_due_date_by_default and the problem has been fixed

#5 - 2013-02-01 21:59 - Jan Niggemann (redmine.org team member)

- *Status changed from Resolved to Closed*

- *Resolution changed from Cant reproduce to Invalid*