

Redmine - Defect #10263

TimeLog module throwing 500 internal server error

2012-02-17 22:10 - Lord Nynex

Status:	Closed	Start date:	
Priority:	High	Due date:	
Assignee:		% Done:	0%
Category:	Time tracking	Estimated time:	0.00 hour
Target version:		Affected version:	1.3.0
Resolution:	Invalid		
Description			
<p>Subject really says it all. This is caused whenever an issue is updated with 'log time spent' updates.</p> <p>This is proving to be a difficult issue to google for.</p> <p>I'm completely new to Ruby so please excuse me if it's something stupid obvious.</p> <p>Processing TimelogController#create (for 64.1**.* at 2012-02-17 06:16:38) [POST] Parameters: {"time_entry"=>{"comments"=>""}, "issue_id"=>"20", "activity_id"=>"9", "spent_on"=>"2012-02-17", "hours"=>"2"}, "back_url"=>"http%3A%2F%2Fredmine.****.com%2Fissues%2F20", "commit"=>"Save", "project_id"=>"classified", "action"=>"create", "authenticity_token"=>".....", "controller"=>"timelog"}</p> <p>NoMethodError (undefined method `group_by' for nil:NilClass): app/controllers/timelog_controller.rb:121:in `create' passenger (3.0.11) lib/phusion_passenger/rack/request_handler.rb:96:in `process_request' passenger (3.0.11) lib/phusion_passenger/abstract_request_handler.rb:513:in `accept_and_process_next_request' passenger (3.0.11) lib/phusion_passenger/abstract_request_handler.rb:274:in `main_loop' passenger (3.0.11) lib/phusion_passenger/classic_rails/application_spawner.rb:321:in `start_request_handler' passenger (3.0.11) lib/phusion_passenger/classic_rails/application_spawner.rb:275:in `send' passenger (3.0.11) lib/phusion_passenger/classic_rails/application_spawner.rb:275:in `handle_spawn_application' passenger (3.0.11) lib/phusion_passenger/Utils.rb:479:in `safe_fork' passenger (3.0.11) lib/phusion_passenger/classic_rails/application_spawner.rb:270:in `handle_spawn_application' passenger (3.0.11) lib/phusion_passenger/abstract_server.rb:357:in `__send__' passenger (3.0.11) lib/phusion_passenger/abstract_server.rb:357:in `server_main_loop' passenger (3.0.11) lib/phusion_passenger/abstract_server.rb:206:in `start_synchronously' passenger (3.0.11) lib/phusion_passenger/abstract_server.rb:180:in `start' passenger (3.0.11) lib/phusion_passenger/classic_rails/application_spawner.rb:149:in `start' passenger (3.0.11) lib/phusion_passenger/spawn_manager.rb:219:in `spawn_rails_application' passenger (3.0.11) lib/phusion_passenger/abstract_server_collection.rb:132:in `lookup_or_add' passenger (3.0.11) lib/phusion_passenger/spawn_manager.rb:214:in `spawn_rails_application' passenger (3.0.11) lib/phusion_passenger/abstract_server_collection.rb:82:in `synchronize' passenger (3.0.11) lib/phusion_passenger/abstract_server_collection.rb:79:in `synchronize' passenger (3.0.11) lib/phusion_passenger/spawn_manager.rb:213:in `spawn_rails_application' passenger (3.0.11) lib/phusion_passenger/spawn_manager.rb:132:in `spawn_application' passenger (3.0.11) lib/phusion_passenger/spawn_manager.rb:275:in `handle_spawn_application' passenger (3.0.11) lib/phusion_passenger/abstract_server.rb:357:in `__send__' passenger (3.0.11) lib/phusion_passenger/abstract_server.rb:357:in `server_main_loop' passenger (3.0.11) lib/phusion_passenger/abstract_server.rb:206:in `start_synchronously' passenger (3.0.11) helper-scripts/passenger-spawn-server:99</p> <p>Rendering /www/site/redmine.****.com/public/500.html (500 Internal Server Error)</p> <p>About your application's environment Ruby version 1.8.7 (x86_64-linux) RubyGems version 1.8.15 Rack version 1.1.3 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 Application root /www/site/redmine.****.com</p>			

Environment production
Database adapter mysql
Database schema version 20111010202847

```
/www/site/redmine.****.com/lib/redmine/about.rb:7:in `print_plugin_info': undefined method `length' for :\"cmi.plugin_name\":Symbol (NoMethodError)  
from /usr/lib/ruby/site_ruby/1.8/rubygems/custom_require.rb:36:in `map'  
from /www/site/redmine.****.com/lib/redmine/about.rb:7:in `each'  
from /www/site/redmine.****.com/lib/redmine/about.rb:7:in `map'  
from /www/site/redmine.****.com/lib/redmine/about.rb:7:in `print_plugin_info'
```

History

#1 - 2012-02-18 20:58 - Jean-Philippe Lang

- *Resolution set to Cant reproduce*

Can you give a try without plugins?

#2 - 2012-02-18 23:01 - Lord Nynex

Jean-Philippe Lang wrote:

Can you give a try without plugins?

I was actually wondering about this myself considering the CMI plugin error. I was nervous to remove plugin directories because some of the plugins modify the DB. Will it suffice to remove the plugin directories and run rake to 'reload' modules?

#3 - 2012-02-19 17:06 - Jean-Philippe Lang

I can't guarantee. First, backup your database, then remove the plugin directory and restart.

#4 - 2012-02-21 18:32 - Lord Nynex

- *Status changed from New to Resolved*

As suspected this is caused by the CMI plugin. Removing it did not cause any issues with the redmine install as a whole and I am now able to update issue time log. Thank you!

#5 - 2012-02-21 20:37 - Etienne Massip

- *Status changed from Resolved to Closed*

- *Resolution changed from Cant reproduce to Invalid*

Thanks!