Hi all, I get 500 error page when entering user page, can you help please?

Processing UsersController#show (for 194.20.232.24 at 2012-05-05 16:10:40) [GET]
Parameters: {"controller":"users", "action":"show", "id":"1"}

NameError (undefined local variable or method 'events' for #<UsersController:0xb199028>):
  app/controllers/users_controller.rb:69:in `show'
  <internal:prelude>:10:in `synchronize'
  passenger (3.0.12) lib/phusion_passenger/rack/request_handler.rb:96:in `process_request'
  passenger (3.0.12) lib/phusion_passenger/abstract_request_handler.rb:513:in `accept_and_process_next_request'
  passenger (3.0.12) lib/phusion_passenger/abstract_request_handler.rb:274:in `main_loop'
  passenger (3.0.12) lib/phusion_passenger/classic_rails/application_spawner.rb:321:in `start_request_handler'
  passenger (3.0.12) lib/phusion_passenger/classic_rails/application_spawner.rb:270:in `handle_spawn_application'
  passenger (3.0.12) lib/phusion_passenger/abstract_server.rb:357:in `server_main_loop'
  passenger (3.0.12) lib/phusion_passenger/abstract_server.rb:206:in `start_synchronously'
  passenger (3.0.12) lib/phusion_passenger/classic_rails/application_spawner.rb:149:in `start'
  passenger (3.0.12) lib/phusion_passenger/classic_rails/application_spawner.rb:206:in `start_synchronously'
  passenger (3.0.12) lib/phusion_passenger/abstract_server.rb:180:in `start'
  passenger (3.0.12) lib/phusion_passenger/spawn_manager.rb:219:in `spawn_application'
  passenger (3.0.12) lib/phusion_passenger/spawn_manager.rb:275:in `handle_spawn_application'
  passenger (3.0.12) lib/phusion_passenger/spawn_manager.rb:206:in `start_synchronously'
  passenger (3.0.12) helper-scripts/passenger-spawn-server:99:in `<main>'

Rendering /other/apache/htdocs/redmine-1.4.0/public/500.html (500 Internal Server Error)
#2 - 2012-05-06 08:33 - zio zec

Thanks Jean-Philippe, following the debug output.

It seems that the problem is when sorting empty (last query return no rows) events block.

Thanks in advance for every help.

Regards,

Fabio

Processing UsersController#show (for 194.20.232.24 at 2012-05-06 08:17:29) [GET]

Parameters: ["controller="%users","action="%show","id="%4"]

SQL (0.3ms) SELECT max(\'settings\'.updated_on) AS max_updated_on FROM \'settings\'

User Load (5.8ms) SELECT * FROM \'users\' WHERE \'(users\'.id = 4) AND (users.status = 1) AND (\'(users\'.type = \'User\' OR \'users\'.type = \'AnonymousUser\')

User Load (0.3ms) SELECT * FROM \'users\' WHERE \'(users\'.id = 4) AND (\'(users\'.type = \'User\' OR \'users\'.type = \'AnonymousUser\')

Member Load Including Associations (0.3ms) SELECT \'members\'.id AS t0_r0, \'members\'.user_id AS t0_r1, \'members\'.project_id AS t0_r2, \'members\'.created_on AS t0_r3, \'members\'.mail_notification AS t0_r4, \'projects\'.id AS t1_r0, \'projects\'.name AS t1_r1, \'projects\'.description AS t1_r2, \'projects\'.homepage AS t1_r3, \'projects\'.is_public AS t1_r4, \'projects\'.parent_id AS t1_r5, \'projects\'.created_on AS t1_r6, \'projects\'.updated_on AS t1_r7, \'projects\'.identifier AS t1_r8, \'projects\'.status AS t1_r9, \'projects\'.ift AS t1_r10, \'projects\'.rgt AS t1_r11, \'roles\'.id AS t2_r0, \'roles\'.name AS t2_r1, \'roles\'.position AS t2_r2, \'roles\'.assignable AS t2_r3, \'roles\'.builtin AS t2_r4, \'roles\'.permissions AS t2_r5, \'roles\'.issues_visibility AS t2_r6 FROM \'members\' LEFT OUTER JOIN \'projects\' ON \'projects\'.id = \'members\'.project_id LEFT OUTER JOIN \'member_roles\' ON (\'member_roles\'.member_id = \'members\'.id) LEFT OUTER JOIN \'roles\' ON (\'roles\'.id = \'member_roles\'.role_id) WHERE (projects.status=1) AND (\'members\'.user_id = 4) AND (projects.status=1))

ORDER BY projects.name

Issue Load Including Associations (6.2ms) SELECT \'issues\'.id AS t0_r0, \'issues\'.tracker_id AS t0_r1, \'issues\'.project_id AS t0_r2, \'issues\'.subject AS t0_r3, \'issues\'.description AS t0_r4, \'issues\'.due_date AS t0_r5, \'issues\'.category_id AS t0_r6, \'issues\'.status_id AS t0_r7, \'issues\'.assign_to_id AS t0_r8, \'issues\'.priority_id AS t0_r9, \'issues\'.fixed_version_id AS t0_r10, \'issues\'.author_id AS t0_r11, \'issues\'.lock_version AS t0_r12, \'issues\'.created_on AS t0_r13, \'issues\'.updated_on AS t0_r14, \'issues\'.start_date AS t0_r15, \'issues\'.done_ratio AS t0_r16, \'issues\'.estimated_hours AS t0_r17, \'issues\'.parent_id AS t0_r18, \'issues\'.root_id AS t0_r19, \'issues\'.ift AS t0_r20, \'issues\'.rgt AS t0_r21, \'issues\'.is_private AS t0_r22, \'projects\'.id AS t1_r0, \'projects\'.name AS t1_r1, \'projects\'.description AS t1_r2, \'projects\'.homepage AS t1_r3, \'projects\'.is_public AS t1_r4, \'projects\'.parent_id AS t1_r5, \'projects\'.created_on AS t1_r6, \'projects\'.updated_on AS t1_r7, \'projects\'.identifier AS t1_r8, \'projects\'.status AS t1_r9, \'projects\'.ift AS t1_r10, \'projects\'.rgt AS t1_r11, \'users\'.id AS t2_r0, \'users\'.login AS t2_r1, \'users\'.hashed_password AS t2_r2, \'users\'.firstname AS t2_r3, \'users\'.lastname AS t2_r4, \'users\'.mail AS t2_r5, \'users\'.admin AS t2_r6, \'users\'.status AS t2_r7, \'users\'.last_login_on AS t2_r8, \'users\'.language AS t2_r9, \'users\'.auth_source_id AS t2_r10, \'users\'.created_on AS t2_r11, \'users\'.updated_on AS t2_r12, \'users\'.type AS t2_r13, \'users\'.identity_url AS t2_r14, \'users\'.mail_notification AS t2_r15, \'users\'.salt AS t2_r16, \'trackers\'.id AS t3_r0, \'trackers\'.name AS t3_r1, \'trackers\'.is_chlog AS t3_r2, \'trackers\'.position AS t3_r3, \'trackers\'.is_in_roadmap AS t3_r4 FROM \'issues\' LEFT OUTER JOIN \'projects\' ON \'projects\'.id = \'issues\'.project_id LEFT OUTER JOIN \'member_roles\' ON (\'member_roles\'.member_id = \'members\'.id) LEFT OUTER JOIN \'roles\' ON (\'roles\'.id = \'member_roles\'.role_id) WHERE ((\'issues\'.assign_to_id = \'users\'.id) AND (\'issues\'.priority_id = \'users\'.id)) ORDER BY \'issues\'.id DESC LIMIT 10

Journal Load IDs For Limited Eager Loading (0.3ms) SELECT DISTINCT \'journals\'.id FROM \'journals\' LEFT OUTER JOIN \'issues\' ON \'issues\'.journalized_id = \'journals\'.id WHERE (\'issues\'.id = \'journals\'.journalized_id) AND (\'issues\'.id = \'journals\'.journalized_id) AND (\'issues\'.id = \'journals\'.journalized_id) ORDER BY \'issues\'.id DESC LIMIT 10

Journal Load Including Associations (0.5ms) SELECT \'journals\'.id AS t0_r0, \'journals\'.journalized_id AS t0_r1,
ORDER BY attachments.id DESC LIMIT 10
AND documents.id = attachments.container_id
LEFT JOIN projects ON documents.project_id = projects.id
WHERE ((projects.status=1 AND projects.id IN (SELECT em.project_id FROM enabled_modules em WHERE em.name='documents')) AND (attachments.author_id = 4))

Attachment Load (0.2ms) SELECT attachments.* FROM attachments LEFT JOIN documents ON attachments.container_type='Document' AND attachments.container_id=projects.id JOIN projects ON projects.id = documents.project_id WHERE (documents.id=4) ORDER BY attachments.id DESC LIMIT 10
#3 - 2012-05-08 12:39 - Pavel Potcheptsov

I have similar problem when search user. **Internal error** is displayed:

Processing UsersController#index (for 192.168.5.1 at 2012-05-08 13:17:29) [GET]
Parameters: {"name"=>"ssh", "action"=>"index", "group_id"=>"", "controller"=>"users", "status"=>"1"}

NoMethodError (undefined method 'call' for nil:NilClass):
app/controllers/users_controller.rb:44:in `index'
thin (1.3.1) lib/thin/connection.rb:80:in `pre_process'
thin (1.3.1) lib/thin/connection.rb:78:in `catch'
thin (1.3.1) lib/thin/connection.rb:78:in `pre_process'
thin (1.3.1) lib/thin/connection.rb:53:in `process'
thin (1.3.1) lib/thin/connection.rb:38:in `receive_data'
eventmachine (0.12.10) lib/eventmachine.rb:256:in `run_machine'
eventmachine (0.12.10) lib/eventmachine.rb:256:in `run'
thin (1.3.1) lib/thin/backends/base.rb:61:in `start'
thin (1.3.1) lib/thin/server.rb:159:in `start'
thin (1.3.1) lib/thin/controllers/controller.rb:86:in `start'
thin (1.3.1) lib/thin/runner.rb:185:in `send'
thin (1.3.1) lib/thin/runner.rb:185:in `run_command'
thin (1.3.1) lib/thin/runner.rb:151:in `run!'
thin (1.3.1) bin/thin:6
/usr/local/bin/thin:19:in `load'
/usr/local/bin/thin:19

Rendering /var/www/redmine/public/500.html (500 Internal Server Error)

My system:

```
# uname -a
OpenBSD bsd60.my.domain 5.0 GENERIC#43 i386
# ruby -v
ruby 1.8.7 (2011-06-30 patchlevel 352) [386-openbsd]
```
# bundle show
Gems included by the bundle:

* actionmailer (2.3.14)
* actionpack (2.3.14)
* activerecord (2.3.14)
* activeresource (2.3.14)
* activesupport (2.3.14)
* bundler (1.1.3)
* coderay (1.0.6)
* daemons (1.1.8)
* eventmachine (0.12.10)
* fastercsv (1.5.4)
* i18n (0.4.2)
* mysql (2.8.1)
* net-ldap (0.3.1)
* rack (1.1.3)
* rails (2.3.14)
* rake (0.9.2.2)
* ruby-openid (2.1.8)
* thin (1.3.1)
* tzinfo (0.3.33)

Installed http://www.redmine.org/projects/redmine/wiki/PluginTimesheet

#4 - 2012-05-08 12:51 - zio zec
- Status changed from New to Resolved

Pavel Potcheptsov wrote:

I have similar problem when search user. **Internal error** is displayed:

[...]

My system:

[...]

Installed http://www.redmine.org/projects/redmine/wiki/PluginTimesheet

Hi Pavel, have you imported project from external system (ex trac)?

I fixed the problem forcing in db correct date for journal events because due an import issue them were been setted as "0000-00-00" value.

Check your db value.

Regards,

Fabio

#5 - 2012-05-08 20:04 - Pavel Potcheptsov

Hi. No, I don't have trac.
I have work RM 1.3.2 on Ubuntu+mongrel, and not enough memory after some times, seems like mongrel process consumed all memory, so I decide to test RM+Thin on another system.
I install fresh 1.4.1 and import database from 1.3.2.
Everything work fine except search users.
Please explain how did “forcing in db correct date”?

#6 - 2012-05-23 11:23 - Pavel Potcheptsov

problem has gone after upgrade to 1.4.2

#7 - 2012-05-23 14:15 - Etienne Massip
- Category set to Importers

#8 - 2012-05-25 16:04 - Pavel Potcheptsov

this issue go back after installing timesheet and drafts plugins.
end looks exactly like this:
http://www.redmine.org/issues/10879

#9 - 2012-06-14 23:53 - Etienne Massip
- Status changed from Resolved to Closed
- Resolution changed from Cant reproduce to Invalid