

## Redmine - Defect #11072

### error 500 when issue description is more than 2048 caracters on redmine 2.0.0

2012-06-01 14:32 - Antoine de pierrefeu

<b>Status:</b>	Closed	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Issues	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	
<b>Resolution:</b>	Invalid		
<b>Description</b>			
the application display an error 500 when the issue description is more than 2048 car			
redmine :			
Environment:			
Redmine version	2.0.0.stable.9706		
Ruby version	1.8.7 (i686-linux)		
Rails version	3.2.3		
Environment	production		
Database adapter	MySQL		
Redmine plugins:			
no plugin installed			
About your application's environment			
Ruby version	1.8.7 (i686-linux)		
RubyGems version	1.3.7		
Rack version	1.4		
Rails version	3.2.3		
Active Record version	3.2.3		
Action Pack version	3.2.3		
Active Resource version	3.2.3		
Action Mailer version	3.2.3		
Active Support version	3.2.3		
Middleware	Rack::Cache, ActionDispatch::Static, Rack::Lock,		
	#<ActiveSupport::Cache::Strategy::LocalCache::Middleware:0xb119328>, Rack::Runtime, Rack::MethodOverride,		
	ActionDispatch::RequestId, Rails::Rack::Logger, ActionDispatch::ShowExceptions, ActionDispatch::DebugExceptions,		
	ActionDispatch::RemoteIp, ActionDispatch::Callbacks, ActiveRecord::ConnectionAdapters::ConnectionManagement,		
	ActiveRecord::QueryCache, ActionDispatch::Cookies, ActionDispatch::Session::CookieStore, ActionDispatch::Flash,		
	ActionDispatch::ParamsParser, ActionDispatch::Head, Rack::ConditionalGet, Rack::ETag, ActionDispatch::BestStandardsSupport,		
	OpenIdAuthentication		
Application root	/var/www/railsapp		
Environment	production		
Database adapter	mysql		
Database schema version	20120422150750		

## History

### #1 - 2012-06-01 15:38 - Etienne Massip

What's in your production.log file?

### #2 - 2012-06-01 15:47 - Etienne Massip

- Category set to Issues

- Priority changed from Urgent to Normal

### #3 - 2012-06-01 15:51 - Antoine de pierrefeu

here is the production.log file:

OpenIdAuthentication.store is nil. Using in-memory store.

Creating scope :open. Overwriting existing method Version.open.

Creating scope :active. Overwriting existing method User.active.

DEPRECATION WARNING: The InstanceMethods module inside ActiveSupport::Concern will be no longer included automatically. Please define

instance methods directly in CollectiveIdea::Acts::NestedSet::Model instead. (called from include at /var/www/railsapp/lib/plugins/awesome\_nested\_set/lib/awesome\_nested\_set/awesome\_nested\_set.rb:58)  
DEPRECATION WARNING: The InstanceMethods module inside ActiveSupport::Concern will be no longer included automatically. Please define instance methods directly in CollectiveIdea::Acts::NestedSet::Model instead. (called from include at /var/www/railsapp/lib/plugins/awesome\_nested\_set/lib/awesome\_nested\_set/awesome\_nested\_set.rb:58)  
Creating scope :open. Overwriting existing method Issue.open.

#### #4 - 2012-06-01 19:51 - Jean-Philippe Lang

- Resolution set to Cant reproduce

#### #5 - 2012-06-01 19:57 - Jean-Philippe Lang

If you don't find any error in the Redmine log, then you should try to see who is actually returning the 500 error.

#### #6 - 2012-06-18 11:13 - Nothing Ctrl

I had the same error need restart service:

#### production.log from line 16603 to 16623

```
Started GET
"/redmine/projects/bo-phan-dvkh/issues/gantt?f%5B%5D=status_id&f%5B%5D=category_id&f%5B%5D=&month=6&months=6&op%5Bcategory_id%5D=%3D&op
5Bstatus_id%5D=o&set_filter=1&utf8=
E2%9C%93&v%5Bcategory_id%5D%5B%5D=272&year=2012&zoom=3" for 127.0.0.1 at Mon Jun 18 13:43:19 +0700 2012
Processing by GanttsController#show as HTML
Parameters: {"set_filter"=>"1", "month"=>"6", "op"=>{"status_id"=>"o", "category_id"=>""}, "months"=>"6", "project_id"=>"bo-phan-dvkh",
"zoom"=>"3", "v"=>{"category_id"=>["272"]}, "f"=>{"status_id", "category_id", ""}, "year"=>"2012", "utf8"=>""}
Rendered queries/_filters.html.erb (31.3ms)
Rendered issues/_sidebar.html.erb (171.9ms)
Rendered gantts/show.html.erb within layouts/base (359.4ms)
Completed 200 OK in 594ms (Views: 187.5ms | ActiveRecord: 375.0ms)
Connecting to database specified by database.yml
Connecting to database specified by database.yml
OpenIdAuthentication.store is nil. Using in-memory store.
OpenIdAuthentication.store is nil. Using in-memory store.
Creating scope :open. Overwriting existing method Version.open.
Creating scope :active. Overwriting existing method User.active.
DEPRECATION WARNING: The InstanceMethods module inside ActiveSupport::Concern will be no longer included automatically. Please define
instance methods directly in CollectiveIdea::Acts::NestedSet::Model instead. (called from include at
C:/Bitnami-2.0.2.0/apps/redmine/htdocs/lib/plugins/awesome_nested_set/lib/awesome_nested_set/awesome_nested_set.rb:58)
Creating scope :active. Overwriting existing method User.active.
Creating scope :open. Overwriting existing method Version.open.
DEPRECATION WARNING: The InstanceMethods module inside ActiveSupport::Concern will be no longer included automatically. Please define
instance methods directly in CollectiveIdea::Acts::NestedSet::Model instead. (called from include at
C:/Bitnami-2.0.2.0/apps/redmine/htdocs/lib/plugins/awesome_nested_set/lib/awesome_nested_set/awesome_nested_set.rb:58)
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C:/Bitnami-2.0.2.0/apps/redmine/htdocs/lib/plugins/awesome_nested_set/lib/awesome_nested_set/awesome_nested_set.rb:58)
Creating scope :open. Overwriting existing method Issue.open.
DEPRECATION WARNING: The InstanceMethods module inside ActiveSupport::Concern will be no longer included automatically. Please define
instance methods directly in CollectiveIdea::Acts::NestedSet::Model instead. (called from include at
C:/Bitnami-2.0.2.0/apps/redmine/htdocs/lib/plugins/awesome_nested_set/lib/awesome_nested_set/awesome_nested_set.rb:58)
Creating scope :open. Overwriting existing method Issue.open.
```

Download product.log: <http://www.mediafire.com/?uatt8f23vbfby9v>

I use Redmine version 2.0.2.0 install by Bitnami.

#### #7 - 2012-06-18 11:50 - Antoine de pierrefeu

- Status changed from New to Resolved

I had a look in var/log/apache2, saw an authority problem on the folder:/var/www/railsapp/tmp, so I've changed the authority and that fix the problem...

#### #8 - 2012-06-18 17:15 - Jean-Philippe Lang

- Status changed from Resolved to Closed

- Resolution changed from Cant reproduce to Invalid

OK, thanks for the feedback.

#9 - 2012-06-27 09:46 - Brant Yuan

How do you fix?My OS is CentOS,there isn't apache in /var/log and tmp folder.