

Redmine - Defect #14977

Internal Server Error while uploading file

2013-09-24 15:40 - Valentina Kozimirova

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:	Jean-Philippe Lang	% Done:	0%
Category:	Attachments	Estimated time:	0.00 hour
Target version:	2.3.4	Affected version:	
Resolution:	Fixed		
Description			
Hello,			
Sometimes Redmine stops uploading files and shows Internal Server Error when I try to attach file to issue. Application restart fixes it, but after some time problem comes again (now once a day).			
Environment:			
Redmine version	2.3.1.stable		
Ruby version	1.9.3 (x86_64-linux)		
Rails version	3.2.13		
Environment	production		
Database adapter	PostgreSQL 9.1		
Http server - Nginx with Passenger			
In production.log:			
Started POST "/uploads.js?attachment_id=1&filename=ocenki.png" for <ip_address> at 2013-09-24 15:52:08 +0400			
Processing by AttachmentsController#upload as JS			
Parameters: {"attachment_id"=>"1", "filename"=>"ocenki.png"}			
Current user: <user.name> (id=28)			
Completed 500 Internal Server Error in 41ms			
NoMethodError (undefined method `info' for nil:NilClass):			
app/models/attachment.rb:105:in `files_to_final_location'			
app/controllers/attachments_controller.rb:88:in `upload'			

Associated revisions

Revision 12202 - 2013-10-05 13:37 - Jean-Philippe Lang

NoMethodError when uploading a file without logger (#14977).

Revision 12214 - 2013-10-13 10:28 - Jean-Philippe Lang

Merged r12202 (#14977).

History

#1 - 2013-09-25 16:21 - Yar n

i have almost the same error

but on:

Environment:

Redmine version 2.3.3.devel
Ruby version 1.9.3-p448 (2013-06-27) [x86_64-linux]
Rails version 3.2.13
Environment production
Database adapter MySQL2

SCM:

Git 1.7.1

Filesystem

Redmine plugins:

redmine_git_hosting 0.6.2
redmine_plugin_views_revisions 0.0.1

production.log:

```
Started POST "/uploads.js?attachment_id=1&filename=0_1_dogovor_v8.docx" for 195.208.175.17 at 2013-09-25 14:28:19 +0400
Processing by AttachmentsController#upload as JS
  Parameters: {"attachment_id"=>"1", "filename"=>"0_1_dogovor_v8.docx"}
  Current user: username (id=10)
Completed 500 Internal Server Error in 78ms

NoMethodError (undefined method `info' for nil:NilClass):
  app/models/attachment.rb:105:in `files_to_final_location'
  app/controllers/attachments_controller.rb:88:in `upload'
```

and simple restarting of puma solves problem for some time. but later internal error comes again.

ps. ive commented out app/models/attachment.rb:105
now it is working and i believe it will help for some time.

#2 - 2013-09-26 13:35 - Valentina Kozimirova

I also have plugins
redmine_git_hosting 0.6.2
redmine_plugin_views_revisions 0.0.1
installed

#3 - 2013-10-05 13:38 - Jean-Philippe Lang

- Status changed from New to Resolved
- Assignee set to Jean-Philippe Lang
- Target version set to 2.3.4
- Resolution set to Fixed

Fixed in [r12202](#), but this error means that you don't have any logger defined. You should check that anyway.

#4 - 2013-10-13 10:28 - Jean-Philippe Lang

- Status changed from Resolved to Closed

Merged.