

## Redmine - Defect #1569

### 500 Internal error for some journal entries

2008-07-03 14:45 - Vladymyr Vladymyrov

<b>Status:</b>	Closed	<b>Start date:</b>	2008-07-03
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Jean-Philippe Lang	<b>% Done:</b>	0%
<b>Category:</b>	Projects	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	0.7.1
<b>Resolution:</b>			
<b>Description</b>			
I'm using the following configuration with redmine-0.7.1:			
<pre>\$ruby script/about About your application's environment Ruby version          1.8.7 (i486-linux) RubyGems version      1.1.1 Rails version         2.0.2 Active Record version 2.0.2 Action Pack version   2.0.2 Active Resource version 2.0.2 Action Mailer version 2.0.2 Active Support version 2.0.2 Edge Rails revision   rel_2-0-2 Application root      ../redmine-0.7.1-dev/redmine-0.7.1 Environment           development Database adapter      mysql Database schema version 92</pre>			
And I receive Internal error when I try to open some issues <a href="http://localhost:3000/issues/show/29">http://localhost:3000/issues/show/29</a> :			
Internal error			
An error occurred on the page you were trying to access. If you continue to experience problems please contact your redMine administrator for assistance.			
Back			
When I open same page in development mode I resieve the following trace:			
NoMethodError in Issues#show			
Showing issues/_history.rhtml where line #11 raised:			
undefined method `length' for #<Enumerable::Enumerator:0xb671d9f8>			
Extracted source (around line #11):			
8:      <li><%= show_detail(detail) %></li>			
9:    <% end %>			
10:  </ul>			
11:  <%= render_notes(journal) unless journal.notes.blank? %>			
12:  </div>			
13: <% end %>			
Trace of template inclusion: /issues/show.rhtml			
RAILS_ROOT: /home/vvlad/redmine/redmine-0.7.1-dev/redmine-0.7.1			
Application Trace   Framework Trace   Full Trace			
vendor/rails/actionpack/lib/action_view/helpers/text_helper.rb:50:in `truncate'			
app/helpers/application_helper.rb:313:in `textilizable'			
app/helpers/application_helper.rb:296:in `gsub'			
app/helpers/application_helper.rb:296:in `textilizable'			

```
app/helpers/journals_helper.rb:29:in `render_notes'
app/views/issues/_history.rhtml:11:in `_run_erb_47app47views47issues47_history46rhtml'
app/views/issues/_history.rhtml:1:in `each'
app/views/issues/_history.rhtml:1:in `_run_erb_47app47views47issues47_history46rhtml'
vendor/rails/actionpack/lib/action_view/base.rb:637:in `send'
vendor/rails/actionpack/lib/action_view/base.rb:637:in `compile_and_render_template'
vendor/rails/actionpack/lib/action_view/base.rb:365:in `render_template'
vendor/rails/actionpack/lib/action_view/base.rb:316:in `render_file'
vendor/rails/actionpack/lib/action_view/base.rb:331:in `render'
vendor/rails/actionpack/lib/action_view/partials.rb:117:in `render_partial'
vendor/rails/actionpack/lib/action_controller/benchmarking.rb:26:in `benchmark'
/usr/lib/ruby/1.8/benchmark.rb:308:in `realtime'
vendor/rails/actionpack/lib/action_controller/benchmarking.rb:26:in `benchmark'
vendor/rails/actionpack/lib/action_view/partials.rb:116:in `render_partial'
vendor/rails/actionpack/lib/action_view/base.rb:352:in `render'
app/views/issues/show.rhtml:87:in `_run_erb_47app47views47issues47show46rhtml'
vendor/rails/actionpack/lib/action_view/base.rb:637:in `send'
vendor/rails/actionpack/lib/action_view/base.rb:637:in `compile_and_render_template'
vendor/rails/actionpack/lib/action_view/base.rb:365:in `render_template'
vendor/rails/actionpack/lib/action_view/base.rb:316:in `render_file'
vendor/rails/actionpack/lib/action_controller/base.rb:1100:in `render_for_file'
vendor/rails/actionpack/lib/action_controller/base.rb:861:in `render_with_no_layout'
vendor/rails/actionpack/lib/action_controller/layout.rb:262:in `render_without_benchmark'
vendor/rails/actionpack/lib/action_controller/benchmarking.rb:51:in `render'
/usr/lib/ruby/1.8/benchmark.rb:293:in `measure'
vendor/rails/actionpack/lib/action_controller/benchmarking.rb:51:in `render'
app/controllers/issues_controller.rb:106:in `show'
vendor/rails/actionpack/lib/action_controller/mime_responds.rb:131:in `call'
vendor/rails/actionpack/lib/action_controller/mime_responds.rb:131:in `custom'
vendor/rails/actionpack/lib/action_controller/mime_responds.rb:156:in `call'
vendor/rails/actionpack/lib/action_controller/mime_responds.rb:156:in `respond'
vendor/rails/actionpack/lib/action_controller/mime_responds.rb:150:in `each'
vendor/rails/actionpack/lib/action_controller/mime_responds.rb:150:in `respond'
vendor/rails/actionpack/lib/action_controller/mime_responds.rb:107:in `respond_to'
app/controllers/issues_controller.rb:105:in `show'
vendor/rails/actionpack/lib/action_controller/base.rb:1158:in `send'
vendor/rails/actionpack/lib/action_controller/base.rb:1158:in `perform_action_without_filters'
vendor/rails/actionpack/lib/action_controller/filters.rb:697:in `call_filters'
vendor/rails/actionpack/lib/action_controller/filters.rb:689:in `perform_action_without_benchmark'
vendor/rails/actionpack/lib/action_controller/benchmarking.rb:68:in `perform_action_without_rescue'
'
/usr/lib/ruby/1.8/benchmark.rb:293:in `measure'
vendor/rails/actionpack/lib/action_controller/benchmarking.rb:68:in `perform_action_without_rescue'
'
vendor/rails/actionpack/lib/action_controller/rescue.rb:199:in `perform_action_without_caching'
vendor/rails/actionpack/lib/action_controller/caching.rb:678:in `perform_action'
vendor/rails/activerecord/lib/active_record/connection_adapters/abstract/query_cache.rb:33:in `cache'
vendor/rails/activerecord/lib/active_record/query_cache.rb:8:in `cache'
vendor/rails/actionpack/lib/action_controller/caching.rb:677:in `perform_action'
vendor/rails/actionpack/lib/action_controller/base.rb:524:in `send'
vendor/rails/actionpack/lib/action_controller/base.rb:524:in `process_without_filters'
vendor/rails/actionpack/lib/action_controller/filters.rb:685:in `process_without_session_management_support'
vendor/rails/actionpack/lib/action_controller/session_management.rb:123:in `process'
vendor/rails/actionpack/lib/action_controller/base.rb:388:in `process'
vendor/rails/actionpack/lib/action_controller/dispatcher.rb:171:in `handle_request'
vendor/rails/actionpack/lib/action_controller/dispatcher.rb:115:in `dispatch'
vendor/rails/actionpack/lib/action_controller/dispatcher.rb:126:in `dispatch_cgi'
vendor/rails/actionpack/lib/action_controller/dispatcher.rb:9:in `dispatch'
/usr/lib/ruby/1.8/mongrel/rails.rb:76:in `process'
/usr/lib/ruby/1.8/mongrel/rails.rb:74:in `synchronize'
/usr/lib/ruby/1.8/mongrel/rails.rb:74:in `process'
/usr/lib/ruby/1.8/mongrel.rb:159:in `process_client'
/usr/lib/ruby/1.8/mongrel.rb:158:in `each'
/usr/lib/ruby/1.8/mongrel.rb:158:in `process_client'
/usr/lib/ruby/1.8/mongrel.rb:285:in `run'
```

```
/usr/lib/ruby/1.8/mongrel.rb:285:in `initialize'
/usr/lib/ruby/1.8/mongrel.rb:285:in `new'
/usr/lib/ruby/1.8/mongrel.rb:285:in `run'
/usr/lib/ruby/1.8/mongrel.rb:268:in `initialize'
/usr/lib/ruby/1.8/mongrel.rb:268:in `new'
/usr/lib/ruby/1.8/mongrel.rb:268:in `run'
/usr/lib/ruby/1.8/mongrel/configurator.rb:282:in `run'
/usr/lib/ruby/1.8/mongrel/configurator.rb:281:in `each'
/usr/lib/ruby/1.8/mongrel/configurator.rb:281:in `run'
/usr/lib/ruby/1.8/mongrel_rails:129:in `run'
/usr/lib/ruby/1.8/mongrel/command.rb:212:in `run'
/usr/lib/ruby/1.8/mongrel_rails:282
vendor/rails/activessupport/lib/active_support/dependencies.rb:489:in `load'
vendor/rails/activessupport/lib/active_support/dependencies.rb:489:in `load'
vendor/rails/activessupport/lib/active_support/dependencies.rb:342:in `new_constants_in'
vendor/rails/activessupport/lib/active_support/dependencies.rb:489:in `load'
vendor/rails/railties/lib/commands/servers/mongrel.rb:64
/usr/lib/ruby/1.8/rubygems/custom_require.rb:27:in `gem_original_require'
/usr/lib/ruby/1.8/rubygems/custom_require.rb:27:in `require'
vendor/rails/activessupport/lib/active_support/dependencies.rb:496:in `require'
vendor/rails/activessupport/lib/active_support/dependencies.rb:342:in `new_constants_in'
vendor/rails/activessupport/lib/active_support/dependencies.rb:496:in `require'
vendor/rails/railties/lib/commands/server.rb:39
script/server:3:in `require'
script/server:3
Request
```

```
Parameters:
{"id"=>"29"}
```

```
Show session dump
```

```
---
:user_id: 3
:query:
  :project_id: 1
  :filters:
    :status_id:
      :values:
        - ""
      :operator: o
:return_to_params:
issuesindex_sort:
  :key: issues.id
  :order: desc
flash: !map:ActionController::Flash::FlashHash {}
```

```
Response
```

```
Headers:
{"Content-Type"=>"text/html",
 "cookie"=>[],
 "Cache-Control"=>"no-cache"}
```

I was able to locate and isolate problem - it is because the following text I submitted to the Notes field:  
I tested this text in <http://demo.redmine.com> - <http://demo.redmine.org/issues/show/840> - it works.

Also I've copied database to my windows desktop and tested it there - it works fine. But on my target web server (Linux localhost 2.6.24-1-686 #1 SMP Thu May 8 02:16:39 UTC 2008 i686 GNU/Linux) it fails with 500 error.

For now I solved this by removing text which makes crash the application.  
Could you please suggest how I can fix this on my target web server server?

#### Related issues:

Is duplicate of Redmine - Defect #1526: Problem activity.

Closed

2008-06-25

#### History

### #1 - 2008-07-03 14:46 - Vladymyr Vladymyrov

Here is the text which crash the app:

Are you talking about inventory loading process or registration initial load? As far as I recall from February /March, the registration initial load used to take 6+ hours, with the load of objects that existed then. I had tuned some of the typical parameters that impact the registration process. I believe the changes were done on Production and not Test, I do not recall exactly if they were replicated. Those changes should be permanent, unless there was an upgrade to the system and the changes were not propagated. You can compare startup scripts and environment files under the scripts/startup directory under the Production and Test system to see the differences.

If its about the Inventory loading process itself then I am not very familiar with this process

As discussed compare the following params on Temm (Test and Production) under the following files under directory classic/scripts/startup. As I mentioned these really come into the picture with a DC restart, not so much with processing events generated by backend. You may also want to compare number of Data Processor instances on both machines etc.

```
File run_pdp_xslapp.sh
xsl.pdp.num_metric_loaders
File containers.xml under PDP_Main_Manager settings
xsl.dc.topology_cache_size
xsl.dc.metrics_cache_size
File containers.xml under PDP_ServiceModelLayout
xsl.sml.cachesize
Change memory size parameter JAVA_DEFAULT_MAX_MEM under amf configuration for the startup files for PDP_Main_Manager and PDP_ServiceModelLayout
File start.md_processor.sh
parameters -Dxsl.pdp.processor.timeout=${XSL_PDP_TIMEOUT:-60} \
-Dxsl.pdp.processor.pump_limit=${XSL_PDP_PUMP_LIMIT:--1} \
```

Issue [#58](#) assigned to

### #2 - 2008-07-03 14:52 - Thomas Lecavelier

- Status changed from New to Closed
- Assignee deleted (Jean-Philippe Lang)

Ruby version 1.8.7 (i486-linux)

Duplicated of [#1526](#), [Redmine installation wiki page](#) say that redmine is not ruby 1.8.7 compatible.

### #3 - 2008-07-03 15:02 - Vladymyr Vladymyrov

- Assignee set to Jean-Philippe Lang

I discovered that the problem is in the following text part:

Issue #58 assigned to

Once I've changed it to the - page start working ok

Issue # 58 assigned to