

## Redmine - Defect #17823

### Internal Error - An error occurred on the page you were trying to access

2014-09-09 13:46 - Stefan Rieder

<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>	Accounts / authentication	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	
<b>Resolution:</b>	No feedback		
<b>Description</b>			
When i am on <a href="http://10.10.20.51/users">http://10.10.20.51/users</a> , and i wan to create a new user, the link to <a href="http://10.10.20.51/users/new">http://10.10.20.51/users/new</a> is an "Internal Error". When i want to go to <a href="http://10.10.20.51/my/account">http://10.10.20.51/my/account</a> it also ends in "Internal Error".			

#### History

##### #1 - 2014-09-09 14:37 - Stefan Rieder

Same problem when i want to connect to /settings .

##### #2 - 2014-09-09 14:57 - Jean-Baptiste Barth

Please read [SubmittingBugs](#) and give us the requested informations. Especially you should find a detailed error in your log files.

##### #3 - 2014-09-09 15:25 - Stefan Rieder

- *File production.log added*

Hello Jean-Baptiste,

will this help for the beginning?

```
[root@axwasv51 redmine]# ruby script/about
```

```
sh: svn: Kommando nicht gefunden.
sh: darcs: Kommando nicht gefunden.
sh: hg: Kommando nicht gefunden.
sh: cvs: Kommando nicht gefunden.
sh: bzc: Kommando nicht gefunden.
Environment:
Redmine version      2.5.2.stable
Ruby version         2.0.0-p353 (2013-11-22) [x86_64-linux]
Rails version        3.2.19
Environment          production
Database adapter     Mysql2
SCM:
Git                  1.9.3
Filesystem
Redmine plugins:
no plugin installed
[root@axwasv51 redmine]#
```

##### #4 - 2014-09-10 09:45 - Stefan Rieder

Hello, i chekced logs, but i can not find an critical error. But i attached the "production.log".

##### #5 - 2014-09-11 06:05 - Jean-Baptiste Barth

- *Status changed from New to Needs feedback*

Unfortunately this log file doesn't contain any line corresponding to a request, so that might not be the good one. Maybe you have other log files in your "log/" directory, or maybe redmine cannot log because you likely have permission issues on the "log/" folder or one of the "log/\*" files, or maybe your disk is full.

##### #6 - 2014-09-29 04:21 - Toshi MARUYAMA

- *Tracker changed from Feature to Defect*

- Status changed from Needs feedback to Closed

- Resolution set to No feedback

No feedback.

## Files

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InternalError-UsersNew.pdf	24.8 KB	2014-09-09	Stefan Rieder
InternalError-MyAccount.pdf	24.7 KB	2014-09-09	Stefan Rieder
production.log	12.4 KB	2014-09-09	Stefan Rieder