Redmine - Defect #17823

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

2014-09-09 13:46 - Stefan Rieder

Status:	Closed	**Start date:**	
Priority:	Normal	**Due date:**	
Assignee:		**% Done:**	0%
Category:	Accounts / authentication	**Estimated time:**	0.00 hour
Target version:			
Resolution:	No feedback	**Affected version:**	

Description

When i am on http://10.10.20.51/users, and i wan to create a new user, the link to http://10.10.20.51/users/new is an "Internal Error". When i want to go to http://10.10.20.51/my/account 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: bzr: 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

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