

Redmine - Defect #24024

open user account info occurred 500 error

2016-10-09 06:23 - Steven Wong

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Accounts / authentication	Estimated time:	0.00 hour
Target version:		Affected version:	3.3.0
Resolution:	Invalid		

Description

Started GET "/users/8" for 192.168.60.238 at 2016-10-09 12:24:05 +0800
Processing by UsersController#show as HTML
Parameters: {"id"=>"8"}
Current user: hui.wang (id=8)
Completed 500 Internal Server Error in 414ms (ActiveRecord: 86.0ms)

NoMethodError (undefined method `where' for #<Hash:0x007f9934e4bbf8>):
lib/plugins/acts_as_activity_provider/lib/acts_as_activity_provider.rb:64:in `find_events'
lib/redmine/activity/fetcher.rb:91:in `block (2 levels) in events'
lib/redmine/activity/fetcher.rb:90:in `each'
lib/redmine/activity/fetcher.rb:90:in `block in events'
lib/redmine/activity/fetcher.rb:89:in `each'
lib/redmine/activity/fetcher.rb:89:in `events'
app/controllers/users_controller.rb:75:in `block (2 levels) in show'
app/controllers/users_controller.rb:73:in `show'
lib/redmine/sudo_mode.rb:63:in `sudo_mode'

History

#1 - 2016-10-09 06:31 - Toshi MARUYAMA

- Status changed from New to Needs feedback

Try without plugins.

#2 - 2017-01-19 04:59 - Steven Wong

[toshio harita](#) MARUYAMA

I tried without plugins ,it worked well.

how can I locate the error, could you give me some advice? Thanks

the errorlog

A NoMethodError occurred in users#show:

```
undefined method `where' for #<Hash:0x007f7654db3ef0>  
lib/plugins/acts_as_activity_provider/lib/acts_as_activity_provider.rb:64:in `find_events'
```

Request:

```
* URL : http://192.168.1.41/users/39  
* HTTP Method: GET  
* IP address : 192.168.60.238  
* Parameters : {"controller"=>"users", "action"=>"show", "id"=>"39"}  
* Timestamp : 2017-01-19 04:01:26 UTC  
* Server : jira  
* Rails root : /opt/redmine-3.3  
* Process: 12479
```

Session:

```
-----
* session id: "41c32cb6b441bcfcd12c94bfde622b4e"
* data: {"session_id"=>"41c32cb6b441bcfcd12c94bfde622b4e",
"user_id"=>8,
"tk"=>"cb9e906fd26896c6c704c9c816bd894a32ba0b0f",
"sudo_timestamp"=>1484795529,
"_csrf_token"=>"vFh4lXm8PJz+naTtyzyKOX/+IMtuHKEDj9y1RB94E5w=",
"recent_projects"=>[1, 12],
"users_index_sort"=>"login",
"query"=>
{:project_id=>1,
:filters=>{"status_id"=>{:operator=>"o", :values=>[""]}},
:group_by=>"parent",
:column_names=>nil,
:totalable_names=>[:estimated_hours]},
"issues_index_sort"=>"id:desc",
"per_page"=>100}
-----
```

Environment:

```
-----
* GATEWAY_INTERFACE : CGI/1.2
* HTTP_ACCEPT : text/html,application/xhtml+xml,application/xml;q=0.9,ima
ge/webp,*/*;q=0.8
* HTTP_ACCEPT_ENCODING : gzip, deflate, sdch
* HTTP_ACCEPT_LANGUAGE : zh-CN,zh;q=0.8,en;q=0.6
* HTTP_CONNECTION : keep-alive
* HTTP_COOKIE : _redmine_session=OE9TbHBNMwtzUjEzVFUySmcweEJNNHhiNXRNWlRv
WUQwTFVNZGERwVprdkp3ZHNvc1c5bW5aeWhXVXlkT3Vydl1xdll3S0crZWppdmFMZEplaktoVC9GV1EzTXdkZjgyVHkwREIzcTB5Ykw5V25QZD
NwOEpESUXnek9YQURSM3g0M3BVWHRXdW5aSc9QZVgwaUNjaktov0ZorFNIEwQ4cDhrNUJNbFZlQmREY0JhNTVhdFI5TElaQmdoL2d5SWVoWmFn
RGklczJjQXFIrdJhdEVlY1VrNEJIN3BuY2RNZjhwNFM0WVFKdHZyQjdPK0lOVUhwBExGRGxoL1dGRGRUZ2lwSmI4aG9tTEx0Sjl0aTdGWtk4az
Q2bjJ2OGg4T0EzaHV4c2t0RU5EVFV1UEdVZEF0MFloTmEzcGF5di9udVFabl1QSS9FVlhzdHNSMm9vcHJGOEduWE1PZkdjQzRaVHRHNDJTaitW
REUyVme3Q09WQ2ZHTXJGdnZlTlVwRHpGwMvjTEdNRzh4bHUYRndWOEXLTDQyWTZTRDd5TnhiWGZMZWF0YzZxejFySm04a2JlTkQzWGhmMzYvcV
lsYlY3K3RnWkY5WE9iZVk5M1pIUTNtcXA2QlBaU01USGw3WkpOYmtzVlNSMHdoLzBLem5scWFCRkNnanhuMkdXSHVknDRUSX1ET3J5UEVBR3RY
N3FXb1pVVM1YNlJyQUR6MwPmc1lCSGNlU1RCRTBxRlJMSUZAekxHTWRsOC9qTTk5RDdUVkViY1BkTjBhSXgrS2JZTF14MnQ0OF1xeUprRVhhYT
hTZkNpMTdPcyszbjNkalhnuUW9VQWNEYVAVz0svT3FkX2Uxd3RzeDgxbFZOQ1BIBfZpWwSyUUg0a050aVN5ZklYkZkZtZUYyQWhVSWJFS1d1NEZK
ZGJiWTlmbld6WDBtMjgtLVlSdjlXSUFMSUIrd2diY1pITEp0U1E9PQ%3D%3D--2dc07857336fb4a07656745f19d7281cfec34eee
* HTTP_HOST : 192.168.1.41
* HTTP_REFERER : http://192.168.1.41/projects/demo/issues
* HTTP_UPGRADE_INSECURE_REQUESTS : 1
* HTTP_USER_AGENT : Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537
.36 (KHTML, like Gecko) Chrome/55.0.2883.87 Safari/537.36
* HTTP_VERSION : HTTP/1.1
* ORIGINAL_FULLPATH : /users/39
* ORIGINAL_SCRIPT_NAME :
* PATH_INFO : /users/39
* QUERY_STRING :
* REMOTE_ADDR : 192.168.60.238
* REQUEST_METHOD : GET
* REQUEST_PATH : /users/39
* REQUEST_URI : /users/39
* ROUTES_45961560_SCRIPT_NAME :
* SCRIPT_NAME :
* SERVER_NAME : 192.168.1.41
* SERVER_PORT : 80
* SERVER_PROTOCOL : HTTP/1.1
* SERVER_SOFTWARE : thin 1.7.0 codename Dunder Mifflin
* action_controller.instance : #<UsersController:0x007f765598f8a0>
* action_dispatch.backtrace_cleaner : #<Rails::BacktraceCleaner:0x000000043d7c38>
* action_dispatch.cookies : #<ActionDispatch::Cookies::CookieJar:0x007f765592a1f8>
* action_dispatch.cookies_digest :
* action_dispatch.cookies_serializer :
* action_dispatch.encrypted_cookie_salt : encrypted cookie
* action_dispatch.encrypted_signed_cookie_salt : signed encrypted cookie
* action_dispatch.http_auth_salt : http authentication
* action_dispatch.key_generator : #<ActiveSupport::CachingKeyGenerator:0x0000000ae11568>
* action_dispatch.logger : #<ActiveSupport::Logger:0x00000003a971f0>
* action_dispatch.parameter_filter : [:password]
* action_dispatch.redirect_filter : []
* action_dispatch.remote_ip : 192.168.60.238
* action_dispatch.request.content_type :
* action_dispatch.request.formats : [#<Mime::Type:0x000000026d9640 @synonyms=["application/xh
tml+xml"], @symbol=:html, @string="text/html", @hash=3960182376771979841>]
-----
```

```
* action_dispatch.request.parameters : {"controller"=>"users", "action"=>"show", "id"=>"39"}
* action_dispatch.request.path_parameters : {:controller=>"users", :action=>"show", :id=>"39"}
* action_dispatch.request.query_parameters : {}
* action_dispatch.request.request_parameters : {}
* action_dispatch.request.unsigned_session_cookie: {"session_id"=>"41c32cb6b441bcfcd12c94bfde622b4e", "user_
id"=>8, "tk"=>"cb9e906fd26896c6c704c9c816bd894a32ba0b0f", "sudo_timestamp"=>1484795529, "_csrf_token"=>"vFh4lX
m8PJz+naTzyzyKOX/+IMtuhKEDj9y1RB94E5w=", "recent_projects"=>[1, 12], "users_index_sort"=>"login", "query"=>{:p
roject_id=>1, :filters=>{"status_id"=>{:operator=>"o", :values=>[""]}}, :group_by=>"parent", :column_names=>ni
l, :totalable_names=>[:estimated_hours]}, "issues_index_sort"=>"id:desc", "per_page"=>100}
* action_dispatch.request.id : 54b38cae-9617-42cb-af79-8d8574facb92
* action_dispatch.routes : #<ActionDispatch::Routing::RouteSet:0x000000057aa2b0>
* action_dispatch.secret_key_base : 59dda17a42803617f96151518b9aeeeb94e132c6f140123f1982e1c8a
e15d0103ffa854c4d8b0019
* action_dispatch.secret_token :
* action_dispatch.show_detailed_exceptions : false
* action_dispatch.show_exceptions : true
* action_dispatch.signed_cookie_salt : signed cookie
* async.callback : #<Method: Thin::Connection#post_process>
* async.close : #<EventMachine::DefaultDeferrable:0x007f765599c820>
* rack.errors : #<IO:0x00000000ba1580>
* rack.input : #<StringIO:0x007f765599d5e0>
* rack.multiprocess : false
* rack.multithread : true
* rack.request.cookie_hash : {"_redmine_session"=>"OE9TbHBNMwtzUjEzVFUySmcweEJNNHhiNXR
NWlRvWUQwTFVNZGERWVprdkp3ZHNVclc5bW5aeWhXVXlkT3Vyd1Ixdll3S0crZWppdmFMZEplaktoVC9GV1EzTXdKZjgyVHkwREIzcTB5Ykw5V
25QZDNwOEpESUXnek9YQURSM3g0M3BVWHRXdW5aSC9QZVgwaUNjaktov0ZorFNIEwQ4cDhrNUJNbFZ1QmREY0JhNTVhdFI5TElaQmdoL2d5SWV
oWmFnRGk1czJjQXFIRDJhdEV1YlVrNEJIN3BuY2RNZjhwNFM0WVFKdHZyQjdPK01OVUhwBwExGRGxoL1dGRGRUZ2lwSmI4aG9tTEEx0Sjl0aTdGW
Tk4azQ2bjJ2OGg4T0EzaHV4c2t0RU5EVFV1UEdVZEF0MFloTmEzcGF5di9udVFabl1QSS9FVlhzdHNsMm9vcHJGOEduWE1PZkdjQzRaVHRHNDJ
TaitWREUyVmE3Q09WQ2ZHTXJGdnZlTlVwrHhPpGwMvjTEdNRzh4bHUYRndWOExLTDQyWTZTRd5TnhIWGZMZWF0YzZxejFySm04a2JlTkQzWGHmM
zYvcVlsYlY3K3RnWkY5WE9iZVks5M1pIUTNtcXA2Q1BaU01USGw3WkpOYmtzV1NSMHdoLzBlEm5scWFCRkNnanhuMkdXSHVknDRUSX1ET3J5UEV
BR3RYN3FXb1pVvM1YNlJyQUR6MwPmc1lCSGNlU1RCRTBxRlJMSUZaekxHTWRsOC9qTtk5RddUvKviY1BkTjBhSXgrS2JZTF14MnQ0OF1xeUprR
VhhYThTZkNpMTdPcyszbjNkalhnUW9VQWNEYVAVz0svT3FkX2Uxd3RzeDgxbFZQO1B1bFzPwWsyUUG0a050aVN5ZklYzKztZUYyQWhVSWJFS1d
lNEZKZGJiWTlmbld6WDBtMjgtLVlSdjlXSUFMSUIrd2diY1pITep0U1E9PQ===-2dc07857336fb4a07656745f19d7281cfec34eee"}
* rack.request.cookie_string : _redmine_session=OE9TbHBNMwtzUjEzVFUySmcweEJNNHhiNXRNWlRv
WUQwTFVNZGERWVprdkp3ZHNVclc5bW5aeWhXVXlkT3Vyd1Ixdll3S0crZWppdmFMZEplaktoVC9GV1EzTXdKZjgyVHkwREIzcTB5Ykw5V25QZD
NwOEpESUXnek9YQURSM3g0M3BVWHRXdW5aSC9QZVgwaUNjaktov0ZorFNIEwQ4cDhrNUJNbFZ1QmREY0JhNTVhdFI5TElaQmdoL2d5SWVoWmFn
RGk1czJjQXFIRDJhdEV1YlVrNEJIN3BuY2RNZjhwNFM0WVFKdHZyQjdPK01OVUhwBwExGRGxoL1dGRGRUZ2lwSmI4aG9tTEEx0Sjl0aTdGWtk4az
Q2bjJ2OGg4T0EzaHV4c2t0RU5EVFV1UEdVZEF0MFloTmEzcGF5di9udVFabl1QSS9FVlhzdHNsMm9vcHJGOEduWE1PZkdjQzRaVHRHNDJTaitW
REUyVmE3Q09WQ2ZHTXJGdnZlTlVwrHhPpGwMvjTEdNRzh4bHUYRndWOExLTDQyWTZTRd5TnhIWGZMZWF0YzZxejFySm04a2JlTkQzWGHmMzYvcV
lsYlY3K3RnWkY5WE9iZVks5M1pIUTNtcXA2Q1BaU01USGw3WkpOYmtzV1NSMHdoLzBlEm5scWFCRkNnanhuMkdXSHVknDRUSX1ET3J5UEVBR3RY
N3FXb1pVvM1YNlJyQUR6MwPmc1lCSGNlU1RCRTBxRlJMSUZaekxHTWRsOC9qTtk5RddUvKviY1BkTjBhSXgrS2JZTF14MnQ0OF1xeUprRVhhYT
hTZkNpMTdPcyszbjNkalhnUW9VQWNEYVAVz0svT3FkX2Uxd3RzeDgxbFZQO1B1bFzPwWsyUUG0a050aVN5ZklYzKztZUYyQWhVSWJFS1d1NEZK
ZGJiWTlmbld6WDBtMjgtLVlSdjlXSUFMSUIrd2diY1pITep0U1E9PQ%3D%3D--2dc07857336fb4a07656745f19d7281cfec34eee
* rack.request.query_hash : {}
* rack.request.query_string :
* rack.run_once : false
* rack.session : #<ActionDispatch::Request::Session:0x007f765599a908>
* rack.session.options : #<ActionDispatch::Request::Session::Options:0x007f765599a
8b8>
* rack.url_scheme : http
* rack.version : [1, 0]
```

Backtrace:

```
lib/plugins/acts_as_activity_provider/lib/acts_as_activity_provider.rb:64:in `find_events'
lib/redmine/activity/fetcher.rb:91:in `block (2 levels) in events'
lib/redmine/activity/fetcher.rb:90:in `each'
lib/redmine/activity/fetcher.rb:90:in `block in events'
lib/redmine/activity/fetcher.rb:89:in `each'
lib/redmine/activity/fetcher.rb:89:in `events'
app/controllers/users_controller.rb:75:in `block (2 levels) in show'
app/controllers/users_controller.rb:73:in `show'
lib/redmine/sudo_mode.rb:63:in `sudo_mode'
```

#3 - 2017-01-19 09:26 - Toshi MARUYAMA

- Status changed from Needs feedback to Closed

- Resolution set to Invalid

I don't know because you don't give use information described in [submissions](#).

#4 - 2017-02-21 11:04 - Steven Wong

- Status changed from Closed to Reopened

[toshio harita](#) MARUYAMA

sorry that I have not submit more information. and there's my environment information

Environment:

Redmine version	3.3.2.stable.16334
Ruby version	2.2.4-p230 (2015-12-16) [x86_64-linux]
Rails version	4.2.7.1
Environment	production
Database adapter	Mysql2

SCM:

Subversion	1.6.11
Mercurial	1.4
Git	1.7.1
Filesystem	

Redmine plugins:

_query	0.0.1
accept	0.0.2
advanced_roadmap_v2	2.4.3
clipboard_image_paste	1.10
computed_custom_field	1.0.3
contracts	2.3
easy_wbs	2016-0.0
event_notifications	3.2.1
exception_notification	0.0.1
export_docx	1.2.2
ez_assignee_founder	0.0.1
hackjournals	0.0.2
issue_table_macro	0.0.1
issuestats	0.0.2
msproject_import	0.5.0
narrowdown	0.0.1
progressive_projects_list	3.0.1
quick_edit	0.0.9
quick_view	0.3.0
redmine__select2	1.0.5
redmine_activity_report	1.2.9
redmine_assign_grouping	0.0.1
redmine_assignee_selector	0.0.1
redmine_base_deface	0.0.1
redmine_base_select2	4.0.0
redmine_blocks_layout	0.0.2
redmine_bootstrap_kit	0.2.5
redmine_changelog	0.0.1
redmine_ckeditor	1.1.4
redmine_close_button	0.0.8
redmine_code_review	0.8.0
redmine_custom_reports	0.1.5
redmine_custom_values_projects	0.0.1
redmine_custom_workflows	0.1.6
redmine_cut_tag	2.0.8
redmine_daily_status	0.0.2
redmine_didyoumean	1.2.0
redmine_email_images	0.1.1
redmine_filter_assignable	0.0.1
redmine_filters	0.1.0
redmine_gitlab_hook	0.1.3
redmine_graphs	0.1.0
redmine_helpdesk	0.0.15
redmine_highlightjs	1.0.3
redmine_html_diff	1.0.1
redmine_importer	1.2.2
redmine_information	1.0.2
redmine_introductions	0.1
redmine_issue_badge	0.0.4.1
redmine_issue_checklist	2.0.8
redmine_issue_evm	3.5.8
redmine_issue_favicon	0.0.1
redmine_issue_history_filter	0.0.1
redmine_issue_sla	1.0.0
redmine_issue_status_colors	0.0.1

redmine_issue_templates	0.1.4
redmine_issue_wiki_journal	0.10.0
redmine_issues_macros	0.0.1
redmine_issues_summary_graph	0.0.9
redmine_issues_tree_view	0.2
redmine_jenkins	1.0-devel
redmine_knowledgebase	3.2.1
redmine_landing_page	1.0.0
redmine_lightbox2	0.3.1
redmine_local_avatars	0.2.0
redmine_login_attempts_limit	0.1.0
redmine_login_audit	0.3.0
redmine_logs	0.1.0
redmine_mail_from	1.2.0
redmine_mail_integration	0.0.1
redmine_mentions	0.0.1
redmine_menu_links	1.0.2
redmine_message_issues	0.1.0
redmine_monitoring_controlling	0.1.1
redmine_my_page	0.1.10
redmine_my_page_queries	2.1.7
redmine_non_member_watcher	1.0.0
redmine_performance	0.0.1
redmine_pivot_table	0.0.5
redmine_presentation	0.2
redmine_recent_wiki_pages	0.0.1
redmine_revision_diff	0.1.1
redmine_saturation	0.0.1
redmine_select2_inputs	0.0.1
redmine_show_issue_assignee_avatar	0.0.1
redmine_show_parent_at_subtask	1.0.0
redmine_smile_togglesidebar	1.0.4
redmine_spent_time	3.1.2
redmine_stats	0.0.3
redmine_status_history	1.0.0
redmine_tags	3.1.1
redmine_testlinklink	1.0.0
redmine_theme_changer	0.2.0
redmine_timebank	0.1.0
redmine_timetables	0.1
redmine_touch	0.0.3
redmine_tweaks	1.0.0
redmine_user_import	0.1.0
redmine_version_email	3.0.0
redmine_vividtone_my_page_blocks	20150614
redmine_watcher_filter	3.0.0-alpha
redmine_watcher_groups	0.0.1
redmine_wiki_backlinks	0.0.2
redmine_wiki_extensions	0.7.0
redmine_wiki_fix_toc	0.1.0
redmine_wiki_issue_details	0.1.0
redmine_wiki_lists	0.0.7
redmine_wiki_notes	0.0.2
redmine_wiki_sql	0.2
redmine_wiki_templates	0.2.0
redmine_work_time	0.3.3
redmine_workflow_enhancements	0.5.0
redmine_workflow_hidden_fields	0.3.0
redmine_xls_export	0.2.1.t9
redmine_xlsx_format_issue_exporter	0.1.3
reminderemails	0.0.1
selectbox_autocompleter	1.1.0
simple_author_change	0.1.2
spectator	0.0.2
timesheet	0.7.0
user_wiki_macro	0.0.2
view_customize	1.1.4
weekly	0.0.1
wiki_change_notifier	1.0.0
wiki_issue_fields	0.5.1

#5 - 2017-02-21 11:05 - Steven Wong

the new error log I have received.

```
Started GET "/users/8" for 10.1.200.41 at 2017-02-21 18:04:56 +0800
Processing by UsersController#show as HTML
  Parameters: {"id"=>"8"}
  Current user: hui.wang (id=8)
Completed 500 Internal Server Error in 291ms (ActiveRecord: 215.2ms)
  Rendered /usr/local/rvm/gems/ruby-2.2.4@newgemset/gems/exception_notification-4.2.1/lib/exception_notifier/v
iews/exception_notifier/_request.text.erb (0.5ms)
  Rendered /usr/local/rvm/gems/ruby-2.2.4@newgemset/gems/exception_notification-4.2.1/lib/exception_notifier/v
iews/exception_notifier/_title.text.erb (0.4ms)
  Rendered /usr/local/rvm/gems/ruby-2.2.4@newgemset/gems/exception_notification-4.2.1/lib/exception_notifier/v
iews/exception_notifier/_session.text.erb (1.7ms)
  Rendered /usr/local/rvm/gems/ruby-2.2.4@newgemset/gems/exception_notification-4.2.1/lib/exception_notifier/v
iews/exception_notifier/_title.text.erb (0.3ms)
  Rendered /usr/local/rvm/gems/ruby-2.2.4@newgemset/gems/exception_notification-4.2.1/lib/exception_notifier/v
iews/exception_notifier/_environment.text.erb (2.7ms)
  Rendered /usr/local/rvm/gems/ruby-2.2.4@newgemset/gems/exception_notification-4.2.1/lib/exception_notifier/v
iews/exception_notifier/_title.text.erb (0.3ms)
  Rendered /usr/local/rvm/gems/ruby-2.2.4@newgemset/gems/exception_notification-4.2.1/lib/exception_notifier/v
iews/exception_notifier/_backtrace.text.erb (0.3ms)
  Rendered /usr/local/rvm/gems/ruby-2.2.4@newgemset/gems/exception_notification-4.2.1/lib/exception_notifier/v
iews/exception_notifier/_title.text.erb (0.3ms)
  Rendered /usr/local/rvm/gems/ruby-2.2.4@newgemset/gems/exception_notification-4.2.1/lib/exception_notifier/v
iews/exception_notifier/exception_notification.text.erb (15.9ms)
```

```
NoMethodError (undefined method `where' for #<Hash:0x007f46600463e0>):
  lib/plugins/acts_as_activity_provider/lib/acts_as_activity_provider.rb:64:in `find_events'
  lib/redmine/activity/fetcher.rb:91:in `block (2 levels) in events'
  lib/redmine/activity/fetcher.rb:90:in `each'
  lib/redmine/activity/fetcher.rb:90:in `block in events'
  lib/redmine/activity/fetcher.rb:89:in `each'
  lib/redmine/activity/fetcher.rb:89:in `events'
  app/controllers/users_controller.rb:75:in `block (2 levels) in show'
  app/controllers/users_controller.rb:73:in `show'
  lib/redmine/sudo_mode.rb:63:in `sudo_mode'
```

#6 - 2017-02-21 11:18 - Toshi MARUYAMA

- Status changed from Reopened to Closed

Redmine core does not have any problem.

[source:tags/3.3.2/test/functional/users_controller_test.rb#L74](https://source.rubyforge.org/rubygems/commit/3.3.2/test/functional/users_controller_test.rb#L74)