

Redmine - Defect #29454

Error 500 while creating new issue

2018-08-29 11:10 - Eric Perdigau

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Issues	Estimated time:	0.00 hour
Target version:		Affected version:	3.0.3
Resolution:	No feedback		

Description

Hi,

I'm sorry to ask for some help but it is quite strange. Today creating new issue get an error 500. Updating issue is working correctly ...

Here is the final line of production.log

```
Processing by IssuesController#create as HTML
  Parameters: {"utf8"=>"", "authenticity_token"=>"fi3vATpXgOHqN9DOVEk4CJWrRFBvtKHPjj1LZLE/2iOtDmD3L0rKbpscYW4x5KslxDYsOyx0yIecSg9e6xYbw==", "form_update_triggered_by"=>"", "issue"=>{"is_private"=>"0", "tracker_id"=>"7", "subject"=>"test", "description"=>"", "status_id"=>"1", "priority_id"=>"2", "assigned_to_id"=>"", "parent_issue_id"=>"", "start_date"=>"2018-08-29", "due_date"=>"", "estimated_hours"=>"", "done_ratio"=>"0", "deals_issue_attributes"=>{"deal_id"=>""}}, "was_default_status"=>"1", "commit"=>"Créer", "project_id"=>"commercial-eric-perdigau"}
  Current user: eric (id=18)
Completed 500 Internal Server Error in 61ms (ActiveRecord: 12.7ms)

NoMethodError (undefined method `after_create' for nil:NilClass):
  app/models/issue.rb:210:in `create_or_update'
  app/controllers/issues_controller.rb:140:in `create'
  lib/redmine/sudo_mode.rb:63:in `sudo_mode'
```

And here the environment

```
Environment:
  Redmine version      3.3.1.stable
  Ruby version         2.2.1-p85 (2015-02-26) [x86_64-linux]
  Rails version        4.2.7.1
  Environment          production
  Database adapter     MySQL2

SCM:
  Subversion          1.6.17
  Git                 1.7.10.4
  Filesystem

Redmine plugins:
  redmine_agile       1.4.1
  redmine_checklists 3.1.5
  redmine_ckeditor    1.1.4
  redmine_contacts   4.0.5
  redmine_contacts_invoices 4.1.2
  redmine_favorite_projects 2.0.3
  redmine_knowledgebase 3.2.1
  redmine_people     1.2.0
  redmine_products   2.0.2
  redminecrm_custom_improvements 1.0.9
```

If somebody has a clue it would be great, everything was working fine yesterday, and today not, i tried to find without success

Thanks a lot

History

#1 - 2018-09-01 08:01 - Go MAEDA

- Status changed from New to Needs feedback

Could you test again after uninstalling all plugins?

#2 - 2019-09-08 02:05 - Go MAEDA

- Status changed from Needs feedback to Closed

- Resolution set to No feedback

#3 - 2022-12-13 15:19 - Dimitar (RedmineUP)

Hi Eric,

This is Dimitar from the **RedmineUP** Support Team.

I see that you have some of our plugins on your list:

```
redmine_agile           1.4.1
redmine_checklists     3.1.5
redmine_contacts       4.0.5
redmine_contacts_invoices 4.1.2
redmine_favorite_projects 2.0.3
redmine_people         1.2.0
redmine_products       2.0.2
```

So, could you please contact our support team at support@redmineup.com? And our support engineers will help you investigate the situation.

We look forward to hearing from you.

Best Regards,

Dimitar from the RedmineUP Support Team

Eric Perdigau wrote:

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[...]

And here the environment

[...]

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