

Redmine - Defect #10002

500 error when exporting to csv or pdf when there is selected a custom field

2012-01-16 13:03 - Javier Rujas

Status:	Closed	Start date:	2012-01-16
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Affected version:	1.3.0
Resolution:	Invalid		
Description			
<p>I've tried to export a list of issues to a csv or pdf file. I've received a 500 Internal server Error.</p> <p>My settings: Database: Postgresql 8.1 Ruby version: 1.8.7 Rails: 2.3.15</p> <p>Log file: Processing IssuesController#index to csv (for 10.2.102.55 at 2012-01-16 12:41:53) [GET] Parameters: {"format"=>"csv", "project_id"=>"iberia-aria-53", "action"=>"index", "controller"=>"issues", "description"=>"1", "columns"=>""}</p> <p>NoMethodError (undefined method `find_custom_field_template' for #<IssuesController:0x1ce601c8>): app/helpers/issues_helper.rb:281:in `issues_to_csv' app/helpers/issues_helper.rb:278:in `collect' app/helpers/issues_helper.rb:278:in `issues_to_csv' app/helpers/issues_helper.rb:277:in `each' app/helpers/issues_helper.rb:277:in `issues_to_csv' lib/faster_csv.rb:1053:in `generate' app/helpers/issues_helper.rb:271:in `issues_to_csv' app/controllers/issues_controller.rb:97:in `index' app/controllers/issues_controller.rb:91:in `index' config/initializers/mongrel.rb:62:in `dispatch_cgi'</p> <p>Rendering F:/Aplicaciones/Redmine/REDMINE/public/500.html (500 Internal Server Error)</p>			

History

#1 - 2012-01-16 13:16 - Javier Rujas

Rails version is 2.3.14 and not 2.3.15, sorry.

#2 - 2012-01-16 19:05 - Jean-Philippe Lang

- Resolution set to *Cant reproduce*

There's no call to #find_custom_field_template in Redmine core. Maybe an incompatible plugin or custom dev.

#3 - 2012-01-18 15:12 - Javier Rujas

I've checked that is a bad behaviour that is caused by a plugin. Thanks for your help.

#4 - 2012-01-18 15:38 - Etienne Massip

- Status changed from *New* to *Closed*

- Resolution changed from *Cant reproduce* to *Invalid*

Thanks.

#5 - 2012-05-07 09:42 - Bhavin Shah

Hi I am getting the same error.

I have installed extended_field plugin which has method find_custom_field_template.

What is work around if i do not want to use both the plugins?

The error i am getting.

```
Processing IssuesController#xls_export_action (for 10.210.214.90 at 2012-05-07 12:26:55) [POST]
  Parameters: {"commit"=>"Export", "project_id"=>"rne", "action"=>"xls_export_action", "authenticity_token"=>"
L9VDsUVmczmGLKXH03wOwI+74w3Y04KB5pvtKYLSNg=", "settings"=>{"export_name"=>"issues_export", "issues_limit"=>"0
", "query_columns_only"=>"1", "generate_name"=>"1"}, "controller"=>"issues"}
```

```
NoMethodError (undefined method `find_custom_field_template' for #<IssuesController:0x8ee74d0>):
  config/initializers/mongrel.rb:62:in `dispatch_cgi'
```

```
Rendering C:/webserver/redmine/public/500.html (500 Internal Server Error)
```

Javier Rujas wrote:

I've checked that is a bad behaviour that is caused by a plugin. Thanks for your help.