Redmine - Defect #10836
user page 500 error
2012-05-05 16:13 - zio zec

<table>
<thead>
<tr>
<th>Status:</th>
<th>Closed</th>
<th>Start date:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority:</td>
<td>Normal</td>
<td>Due date:</td>
<td></td>
</tr>
<tr>
<td>Assignee:</td>
<td></td>
<td>% Done:</td>
<td>0%</td>
</tr>
<tr>
<td>Category:</td>
<td>Importers</td>
<td>Estimated time:</td>
<td>0.00 hour</td>
</tr>
<tr>
<td>Target version:</td>
<td></td>
<td>Affected version:</td>
<td></td>
</tr>
<tr>
<td>Resolution:</td>
<td>Invalid</td>
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</tbody>
</table>

### Description

Hi all, I get 500 error page when entering user page, can you help please?

Processing UsersController#show (for 194.20.232.24 at 2012-05-05 16:10:40) [GET]
  Parameters: {"controller"=>"users", "action"=>"show", "id"=>"1"

NameError (undefined local variable or method `events' for #<UsersController:0xb199028>):
  app/controllers/users_controller.rb:69:in `show'
  <internal:prelude>:10:in `synchronize'
  passenger (3.0.12) lib/phusion_passenger/rack/request_handler.rb:96:in `process_request'
  passenger (3.0.12) lib/phusion_passenger/abstract_request_handler.rb:513:in `accept_and_process_next_request'
  passenger (3.0.12) lib/phusion_passenger/abstract_request_handler.rb:274:in `main_loop'
  passenger (3.0.12) lib/phusion_passenger/classic_rails/application_spawner.rb:321:in `start_request_handler'
  passenger (3.0.12) lib/phusion_passenger/classic_rails/application_spawner.rb:275:in `block in handle_spawn_application'
  passenger (3.0.12) lib/phusion_passenger/utils.rb:479:in `safe_fork'
  passenger (3.0.12) lib/phusion_passenger/classic_rails/application_spawner.rb:270:in `block in handle_spawn_application'
  passenger (3.0.12) lib/phusion_passenger/abstract_server.rb:357:in `server_main_loop'
  passenger (3.0.12) lib/phusion_passenger/abstract_server.rb:206:in `start_synchronously'
  passenger (3.0.12) lib/phusion_passenger/abstract_server.rb:180:in `start'
  passenger (3.0.12) lib/phusion_passenger/classic_rails/application_spawner.rb:149:in `start'
  passenger (3.0.12) lib/phusion_passenger/spawn_manager.rb:219:in `block (2 levels) in spawn_rails_application'
  passenger (3.0.12) lib/phusion_passenger/abstract_server_collection.rb:132:in `lookup_or_add'
  passenger (3.0.12) lib/phusion_passenger/spawn_manager.rb:214:in `block in spawn_rails_application'
  passenger (3.0.12) lib/phusion_passenger/abstract_server_collection.rb:82:in `block in synchronize'
  <internal:prelude>:10:in `synchronize'
  passenger (3.0.12) lib/phusion_passenger/abstract_server_collection.rb:79:in `synchronize'
  passenger (3.0.12) lib/phusion_passenger/spawn_manager.rb:213:in `spawn_rails_application'
  passenger (3.0.12) lib/phusion_passenger/spawn_manager.rb:132:in `spawn_application'
  passenger (3.0.12) lib/phusion_passenger/spawn_manager.rb:275:in `handle_spawn_application'
  passenger (3.0.12) lib/phusion_passenger/abstract_server.rb:357:in `server_main_loop'
  passenger (3.0.12) lib/phusion_passenger/abstract_server.rb:206:in `start_synchronously'
  passenger (3.0.12) helper-scripts/passenger-spawn-server:99:in `<main>'

Rendering /other/apache/htdocs/redmine-1.4.0/public/500.html (500 Internal Server Error)

### History

**#1 - 2012-05-05 17:53 - Jean-Philippe Lang**

- Resolution set to Can't reproduce

Can't see how this can happen in 1.4.0. The events variable is defined just before:
  source:/tags/1.4.0/app/controllers/users_controller.rb#L68

**#2 - 2012-05-06 08:33 - zio zec**
AS t0_r7, 'time_entries'.'tyear' AS t0_r8, 'time_entries'.'tmonth' AS t0_r9, 'time_entries'.'tweek' AS t0_r10, 'time_entries'.'created_on' AS t0_r11, 'time_entries'.'updated_on' AS t0_r12, 'projects'.'id' AS t1_r0, 'projects'.'name' AS t1_r1, 'projects'.'description' AS t1_r2, 'projects'.'homepage' AS t1_r3, 'projects'.'is_public' AS t1_r4, 'projects'.'parent_id' AS t1_r5, 'projects'.'created_on' AS t1_r6, 'projects'.'updated_on' AS t1_r7, 'projects'.'identifier' AS t1_r8, 'projects'.'status' AS t1_r9, 'projects'.'lft' AS t1_r10, 'projects'.'rgt' AS t1_r11
FROM 'time_entries' LEFT OUTER JOIN 'projects' ON 'projects'.'id' = 'time_entries'.'project_id' WHERE (('projects'.'status'=1 AND 'projects'.'id' IN (SELECT em.project_id FROM 'enabled_modules' em WHERE em.name='time_tracking')) AND ('time_entries'.'user_id' = 4)) ORDER BY 'time_entries'.'id' DESC LIMIT 10

ArgumentError (comparison of Issue with Journal failed):
lib/redmine/activity/fetcher.rb:80:in 'sort!'
lib/redmine/activity/fetcher.rb:80:in 'events'
app/controllers/users_controller.rb:68:in 'show'
<internal:prelude>:10:in 'synchronize'
passenger (3.0.12) lib/phusion_passenger/rack/request_handler.rb:96:in 'process_request'
passenger (3.0.12) lib/phusion_passenger/abstract_request_handler.rb:513:in 'accept_and_process_next_request'
passenger (3.0.12) lib/phusion_passenger/abstract_request_handler.rb:274:in 'main_loop'
passenger (3.0.12) lib/phusion_passenger/classic_rails/application_spawner.rb:321:in 'start_request_handler'
passenger (3.0.12) lib/phusion_passenger/classic_rails/application_spawner.rb:275:in 'block in handle_spawn_application'
passenger (3.0.12) lib/phusion_passenger/utils.rb:479:in 'safe_fork'
passenger (3.0.12) lib/phusion_passenger/classic_rails/application_spawner.rb:219:in 'block in start_request_handler'
passenger (3.0.12) lib/phusion_passenger/abstract_server.rb:357:in 'server_main_loop'
passenger (3.0.12) lib/phusion_passenger/abstract_server.rb:206:in 'start_synchronously'
passenger (3.0.12) lib/phusion_passenger/abstract_server.rb:180:in 'start'
passenger (3.0.12) lib/phusion_passenger/spawn_manager.rb:213:in 'spawn_application'
passenger (3.0.12) lib/phusion_passenger/spawn_manager.rb:214:in 'block in handle_spawn_application'
passenger (3.0.12) lib/phusion_passenger/spawn_manager.rb:275:in 'start_synchronously'
passenger (3.0.12) lib/phusion_passenger/spawn_manager.rb:99:in '<main>'

Rendering /var/www/redmine/public/500.html (500 Internal Server Error)

#3 - 2012-05-08 12:39 - Pavel Potcheptsov

I have similar problem when search user. Internal error is displayed:

Processing UsersController#index (for 192.168.5.1 at 2012-05-08 13:17:29) [GET]
Parameters: {"name":"ssh", "action":"index", "group_id":"", "controller":"users", "status":"*1"}

NoMethodError (undefined method `call' for nil:NilClass):
app/controllers/users_controller.rb:44:in 'index'
thin (1.3.1) lib/thin/connection.rb:80:in 'pre_process'
thin (1.3.1) lib/thin/connection.rb:78:in 'catch'
thin (1.3.1) lib/thin/connection.rb:78:in 'pre_process'
thin (1.3.1) lib/thin/connection.rb:53:in 'process'
thin (1.3.1) lib/thin/connection.rb:38:in 'receive_data'
eventmachine (0.2.10) lib/eventmachine.rb:256:in 'run_machine'
eventmachine (0.2.10) lib/eventmachine.rb:256:in 'run'
thin (1.3.1) lib/thin/backends/base.rb:61:in 'start'
thin (1.3.1) lib/thin/server.rb:159:in 'start'
thin (1.3.1) lib/thin/controllers/controller.rb:86:in 'start'
thin (1.3.1) lib/thin/runner.rb:185:in 'send'
thin (1.3.1) lib/thin/runner.rb:185:in 'run_command'
thin (1.3.1) lib/thin/runner.rb:151:in 'run'
thin (1.3.1) bin/thin:6
/usr/local/bin/thin:19:in 'load'
/usr/local/bin/thin:19

Rendering /var/www/redmine/public/500.html (500 Internal Server Error)

My system:
Pavel Potcheptsov wrote:

I have similar problem when search user, **Internal error** is displayed:

```
[...]
```

My system:

```
[...]
```


Hi pavel, have you imported project from external system (ex trac)?

I fixed the problem forcing in db correct date for journal events because due an import issue them were been setted as "0000-00-00" value.

Check your db value.

Regards,

Fabio

**#5 - 2012-05-08 20:04 - Pavel Potcheptsov**

Hi. No, I don't have trac.
I have work RM 1.3.2 on Ubuntu+mongrel, and not enough memory after some times, seems like mongrel process consumed all memory, so I decide to test RM+Thin on another system.
I install fresh 1.4.1 and import database from 1.3.2.
Everything work fine except search users.
Please explain how did "forcing in db correct date"?

**#6 - 2012-05-23 11:23 - Pavel Potcheptsov**

problem has gone after upgrade to 1.4.2

**#7 - 2012-05-23 14:15 - Etienne Massip**

- Category set to Importers

**#8 - 2012-05-25 16:04 - Pavel Potcheptsov**

this issue go back after installing timesheet and drafts plugins.
end looks exactly like this:

[http://www.redmine.org/issues/10879](http://www.redmine.org/issues/10879)
#9 - 2012-06-14 23:53 - Etienne Massip
- Status changed from Resolved to Closed
- Resolution changed from Cant reproduce to Invalid