

## Redmine - Defect #11591

### Error 500 on showing copied issue

2012-08-06 16:17 - Cassiano Monteiro

<b>Status:</b>	New	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Issues	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	1.4.4
<b>Resolution:</b>	Cant reproduce		

**Description**

After copying one issue, I received an error 500. After that, I can't access that issue anymore, neither any page that is supposed to show it (like, roadmap, issues list, etc.).

I noticed that the original issue had 3 child issues, but looking back at the table ISSUES on the database, the fields ROOT\_ID, LFT and RGT had NULL values. After copying the values from the original issue, it worked again.

From some reason, seems that the copying procedure produced some inconsistent data.

Here are my logs:

Copying the original issue

```
Processing IssuesController#show (for 10.3.14.64 at 2012-08-06 10:16:43) [GET]
  Parameters: {"action"=>"show", "id"=>"4535", "controller"=>"issues"}
Rendering template within layouts/base
Rendering issues/show
Completed in 1094ms (View: 938, DB: 109) | 200 OK [http://pc319918.corp.ad.emb/issues/4535]

Processing IssuesController#new (for 10.3.14.64 at 2012-08-06 10:17:01) [GET]
  Parameters: {"project_id"=>"cursos", "action"=>"new", "copy_from"=>"4535", "controller"=>"issues"}
Rendering template within layouts/base
Rendering issues/new
Completed in 266ms (View: 188, DB: 31) | 200 OK [http://pc319918.corp.ad.emb/projects/cursos/issue/s/4535/copy]

Saving the new copied issue:
```

```
Processing IssuesController#create (for 10.3.14.64 at 2012-08-06 10:18:01) [POST]
  Parameters: {"commit"=>"Create", "project_id"=>"cursos", "action"=>"create", "authenticity_token"=>"uhYFRtRtyVeEpWNUA+PKrF24WJzzT1qlZJMYVkyrKd8=", "copy_from"=>"4535", "issue"=>{"start_date"=>"2012-08-06", "custom_field_values"=>{"14"=>"", "9"=>"Routine", "42"=>""}, "estimated_hours"=>"7.0", "parent_issue_id"=>"", "priority_id"=>"4", "project_id"=>"33", "fixed_version_id"=>"200", "done_ratio"=>"0", "assigned_to_id"=>"14", "subject"=>"Logística", "tracker_id"=>"4", "due_date"=>"2012-08-17", "status_id"=>"5", "description"=>""}, "controller"=>"issues", "new_checklist"=>"", "attachments"=>{"1"=>{"description"=>""}}}
Redirected to http://pc319918.corp.ad.emb/redmine/issues/5038
Completed in 141ms (DB: 31) | 302 Found [http://pc319918.corp.ad.emb/projects/cursos/issues]

Processing IssuesController#show (for 10.3.14.64 at 2012-08-06 10:18:01) [GET]
  Parameters: {"action"=>"show", "id"=>"5038", "controller"=>"issues"}
Rendering template within layouts/base
Rendering issues/show

ActionView::TemplateError (undefined method `-' for nil:NilClass) on line #5 of app/views/issues/show.html.erb:
2:
3: <h2><%= issue_heading(@issue) %></h2>
4:
```

```
5: <div class="<%= @issue.css_classes %> details">
6:   <% if @prev_issue_id || @next_issue_id %>
7:     <div class="next-prev-links contextual">
8:       <%= link_to_if @prev_issue_id,

app/models/issue.rb:710:in `css_classes'
app/views/issues/show.html.erb:5
app/controllers/issues_controller.rb:118:in `show'
app/controllers/issues_controller.rb:115:in `show'
config/initializers/mongrel.rb:62:in `dispatch_cgi'
```

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

Trying to see the issue by typing its number on the search box:

```
Processing IssuesController#index (for 10.3.14.33 at 2012-08-06 10:55:37) [GET]
Parameters: {"v"=>{"created_on"=>["2012-08-03", "2012-08-07"]}, "op"=>{"created_on"=>"t"><", "status_id"=>"c"}, "group_by"=>"", "project_id"=>"cursos", "set_filter"=>"1", "c"=>["tracker", "status", "subject", "author", "assigned_to", "due_date"], "action"=>"index", "f"=>["status_id", "created_on", ""], "controller"=>"issues"}
Rendering template within layouts/base
Rendering issues/index
```

ActionView::TemplateError (undefined method `-' for nil:NilClass) on line #28 of app/views/issues/\_list.html.erb:

```
25:   </tr>
26:   <% previous_group = group %>
27:   <% end %>
28:   <tr id="issue-<%= issue.id %>" class="hascontextmenu <%= cycle('odd', 'even') %> <%= issue.css_classes %> <%= level > 0 ? "indent-#{level}" : nil %>">
29:     <td class="checkbox hide-when-print"><%= check_box_tag("ids[]", issue.id, false, :id => nil) %></td>
30:     <td class="id"><%= link_to issue.id, :controller => 'issues', :action => 'show', :id => issue %></td>
31:     <% query.columns.each do |column| %><%= content_tag 'td', column_content(column, issue), :class => column.css_classes %><% end %>
```

```
app/models/issue.rb:710:in `css_classes'
app/views/issues/_list.html.erb:28
app/helpers/issues_helper.rb:29:in `issue_list'
app/helpers/issues_helper.rb:25:in `each'
app/helpers/issues_helper.rb:25:in `issue_list'
app/views/issues/_list.html.erb:16
app/views/issues/_list.html.erb:1
app/views/issues/index.html.erb:59
app/controllers/issues_controller.rb:83:in `index'
app/controllers/issues_controller.rb:82:in `index'
config/initializers/mongrel.rb:62:in `dispatch_cgi'
```

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

Trying to get an issues list with the problematic issue on it:

```
Processing IssuesController#show (for 10.3.14.33 at 2012-08-06 10:40:54) [GET]
Parameters: {"action"=>"show", "id"=>"5038", "controller"=>"issues"}
Rendering template within layouts/base
Rendering issues/show
```

ActionView::TemplateError (undefined method `-' for nil:NilClass) on line #6 of app/views/issues/\_action\_menu.html.erb:

```
3: <%= link_to_if_authorized l(:button_log_time), {:controller => 'timelog', :action => 'new', :issue_id => @issue}, :class => 'icon icon-time-add' %>
4: <%= watcher_tag(@issue, User.current) %>
5: <%= link_to_if_authorized l(:button_copy), {:controller => 'issues', :action => 'new', :project_id => @project, :copy_from => @issue}, :class => 'icon icon-copy' %>
```

```
6: <%= link_to l(:button_delete), issue_path(@issue), :confirm => issues_destroy_confirmation_message(@issue), :method => :delete, :class => 'icon icon-del' if User.current.allowed_to?(:delete_issues, @project) %>
7: </div>
```

```
app/helpers/issues_helper.rb:117:in `issues_destroy_confirmation_message'
app/helpers/issues_helper.rb:117:in `each'
app/helpers/issues_helper.rb:117:in `inject'
app/helpers/issues_helper.rb:117:in `issues_destroy_confirmation_message'
app/views/issues/_action_menu.html.erb:6
app/views/issues/show.html.erb:1
app/controllers/issues_controller.rb:118:in `show'
app/controllers/issues_controller.rb:115:in `show'
config/initializers/mongrel.rb:62:in `dispatch_cgi'
```

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

Trying to see the roadmap:

```
Processing VersionsController#index (for 10.3.14.33 at 2012-08-06 10:25:11) [GET]
Parameters: {"project_id"=>"cursos", "action"=>"index", "controller"=>"versions"}
Rendering template within layouts/base
Rendering versions/index
```

ActionView::TemplateError (undefined method `-' for nil:NilClass) on line #23 of app/views/versions/index.html.erb:

```
20: <% issues.each do |issue| -%>
21:   <tr class="hascontextmenu">
22:     <td class="checkbox"><%= check_box_tag 'ids[]', issue.id, false, :id => nil %></td>
23:     <td><%= link_to_issue(issue, :project => (@project != issue.project)) %></td>
24:   </tr>
25: <% end -%>
26: </table>
```

```
app/models/issue.rb:710:in `css_classes'
app/helpers/application_helper.rb:86:in `link_to_issue'
app/views/versions/index.html.erb:23
app/views/versions/index.html.erb:20:in `each'
app/views/versions/index.html.erb:20
app/views/versions/index.html.erb:17
app/views/versions/index.html.erb:11:in `each'
app/views/versions/index.html.erb:11
config/initializers/mongrel.rb:62:in `dispatch_cgi'
```

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

## History

### #1 - 2012-08-06 22:48 - Jean-Philippe Lang

- Resolution set to *Cant reproduce*

Created an issue with 3 children then copied the issue. No error when displaying it.

### #2 - 2012-08-15 18:48 - Cassiano Monteiro

Today I got the same problem again 3 times, and still don't know how to reproduce that. But instead of getting this while copying one issue, I got it while **CREATING BRAND NEW ISSUES**.

But this doesn't happen all the times, just happened with 3 issues. I tried to create more issues, but I had no problems then...

I notice that again the fields ROOT\_ID, LFT and RGT were not filled on the database (had NULL values), but also this time the parent issue and one of the mandatory custom fields were not filled either.

On the logs, nothing new... Issue creation says it was successful.

Any help on digging into this?