

Redmine - Defect #15037

Redmine not rendering any page!!! HELP!

2013-10-04 10:43 - Jack Reacher

Status:	Closed	Start date:	
Priority:	Urgent	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Affected version:	2.3.2
Resolution:	Invalid		

Description

Hi!

Yesterday our Redmine worked great, but today from outside the redmine is not render the page, instead send a part of the source code to the client.

So if I visit redmine from internal network (192.168.x.xx) then it works perfectly but when I try to reach it from outside (mail.unit.hu:7200) than instead of rendering the page is send a part of the HTML sourcecode.

Comparing a working page sourcecode and the not workins site it cut the start of the sourcecode, the entire head tag and a little from body and insert a number instad of the missing code. And enter the missing code the bottom of the page with http headers

Working login page

```
<!DOCTYPE html>
<html lang="en">
<head>
<meta charset="utf-8" />
<title>Redmine</title>
<meta name="description" content="Redmine" />
<meta name="keywords" content="issue,bug,tracker" />
<meta content="authenticity_token" name="csrf-param" />
<meta content="He8PeBopI18wfuBLkWqYap2FfSmQ7LbQtUCd8kojMFA=" name="csrf-token" />
<link rel='shortcut icon' href='/favicon.ico?1373820670' />
<link href="/stylesheets/jquery/jquery-ui-1.9.2.css?1373820670" media="all" rel="stylesheet" type="text/css" />
<link href="/stylesheets/application.css?1373820670" media="all" rel="stylesheet" type="text/css" />
</head>
<script src="/javascripts/jquery-1.8.3-ui-1.9.2-ujs-2.0.3.js?1373820670" type="text/javascript"></script>
<script src="/javascripts/application.js?1373820670" type="text/javascript"></script>
<script type="text/javascript">
//
$(window).load(function(){ warnLeavingUnsaved('A jelenlegi oldal nem mentett módosításokat tartalm az, ami elvész, ha elhagyja az oldalt.');</pre></div><div data-bbox="67 964 143 978" data-label="Page-Footer"><p>2024-04-27</p></div><div data-bbox="862 964 893 978" data-label="Page-Footer"><p>1/5</p></div>
```

```
<h1>Redmine</h1>
</div>
<div id="main" class="nosidebar">
  <div id="sidebar">
  </div>
  <div id="content">
<div id="login-form">
<form accept-charset="UTF-8" action="/login" method="post"><div style="margin:0;padding:0;display:
inline"><input name="utf8" type="hidden" value="&#x2713;" /><input name="authenticity_token" type=
"hidden" value="He8PeBopI18wfuBLkWqYap2FfSmQ7LbQtUCd8kojMFA=" /></div>
<input name="back_url" type="hidden" value="http://svr2008:7200/" />
<table>
<tr>
  <td align="right"><label for="username">Azonosító:</label></td>
  <td align="left"><input id="username" name="username" tabindex="1" type="text" /></td>
</tr>
<tr>
  <td align="right"><label for="password">Jelszó:</label></td>
  <td align="left"><input id="password" name="password" tabindex="2" type="password" /></td>
</tr>
<tr>
  <td></td>
  <td align="left">
    <label for="autologin"><input id="autologin" name="autologin" tabindex="4" type="checkbox"
value="1" /> Emlékezzem rám</label>
  </td>
</tr>
<tr>
  <td align="left">
    <a href="/account/lost_password">Elfelejtett jelszó</a>
  </td>
  <td align="right">
    <input type="submit" name="login" value="Bejelentkezés &#187;" tabindex="5"/>
  </td>
</tr>
</table>
</form></div>
<script type="text/javascript">
//<![CDATA[
$('#username').focus();
//]]>
</script>
  <div style="clear:both;"></div>
</div>
</div>
<div id="ajax-indicator" style="display:none;"><span>Betöltés...</span></div>
<div id="ajax-modal" style="display:none;"></div>
<div id="footer">
  <div class="bgl"><div class="bgr">
    Powered by <a href="http://www.redmine.org/">Redmine</a> &copy; 2006-2013 Jean-Philippe Lang
  </div></div>
</div>
</div>
</div>
</body>
```

```
</html>
```

Not working loginpage

848

```
ion-login">
```

```
<div id="wrapper">
```

```
<div id="wrapper2">
```

```
<div id="wrapper3">
```

```
<div id="top-menu">
```

```
  <div id="account">
```

```
    <ul><li><a href="/login" class="login">BejelentkezÁŠs</a></li></ul>  </div>
```

```
  </div>
```

```
<div id="header">
```

```
  <h1>Redmine</h1>
```

```
</div>
```

```
<div id="main" class="nosidebar">
```

```
  <div id="sidebar">
```

```
  </div>
```

```
  <div id="content">
```

```
<div id="login-form">
```

```
<form accept-charset="UTF-8" action="/login" method="post"><div style="margin:0;padding:0;display:inline"><input name="utf8" type="hidden" value="#x2713;" /><input name="authenticity_token" type="hidden" value="gGbumwH90d9JNvFA7dHd3IZFeLFt5TiYUXy32RpS7k8=" /></div>
```

```
<input name="back_url" type="hidden" value="http://mail.unit.hu:7200/" />
```

```
<table>
```

```
<tr>
```

```
  <td align="right"><label for="username">AzonosÁtÁi:</label></td>
```

```
  <td align="left"><input id="username" name="username" tabindex="1" type="text" /></td>
```

```
</tr>
```

```
<tr>
```

```
  <td align="right"><label for="password">JelszÁi:</label></td>
```

```
  <td align="left"><input id="password" name="password" tabindex="2" type="password" /></td>
```

```
</tr>
```

```
<tr>
```

```
  <td></td>
```

```
  <td align="left">
```

```
    <label for="autologin"><input id="autologin" name="autologin" tabindex="4" type="checkbox" value="1" /> EmlÁŠkezzem rÁAm</label>
```

```
  </td>
```

```
</tr>
```

```
<tr>
```

```
  <td align="left">
```

```
    <a href="/account/lost_password">Elfelejtett jelszÁi</a>
```

```
  </td>
```

```
  <td align="right">
```

```
    <input type="submit" name="login" value="BejelentkezÁŠs &#187;" tabindex="5"/>
```

```
  </td>
```

```
</tr>
```

```
</table>
```

```
</form></div>
```

```
<script type="text/javascript">
```

```
//<![CDATA[
```

```
$('#username').focus();
```

```
//]]>
```

```
</script>
```

```
<div style="clear:both;"></div>
</div>
</div>

<div id="ajax-indicator" style="display:none;"><span>BetÅšltÅšs...</span></div>
<div id="ajax-modal" style="display:none;"></div>

<div id="footer">
  <div class="bgl"><div class="bgr">
    Powered by <a href="http://www.redmine.org/">Redmine</a> &copy; 2006-2013 Jean-Philippe Lang
  </div></div>
</div>
</div>
</div>

</body>
</html>
HTTP/1.1 500 ( MeghatÅšrozatlan hiba )
Connection: close
Prag
808
ma: no-cache
Cache-Control: no-cache
Content-Type: text/html
Content-Length: 1966

<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.0 Transitional//EN">
<HTML dir=ltr><HEAD><TITLE>The page cannot be displayed</TITLE>
<STYLE id=L_defaultr_1>A:link {
  FONT: 8pt/11pt verdana; COLOR: #ff0000
}
A:visited {
  FONT: 8pt/11pt verdana; COLOR: #4e4e4e
}
</STYLE>

<META content=NOINDEX name=ROBOTS>
<META http-equiv=Content-Type content="text-html; charset=UTF-8">

<META content="MSHTML 5.50.4522.1800" name=GENERATOR></HEAD>
<BODY bgColor=#ffffff>
<TABLE cellSpacing=5 cellPadding=3 width=410>
  <TBODY>
    <TR>
      <TD vAlign=center align=left width=360>
        <H1 id=L_defaultr_2 style="FONT: 13pt/15pt verdana; COLOR: #000000"><ID id=L_defaultr_3><!--
Problem-->The page cannot be displayed
</ID></H1></TD></TR>
    <TR>
      <TD width=400 colSpan=2><FONT id=L_defaultr_4
        style="FONT: 8pt/11pt verdana; COLOR: #000000"><ID id=L_defaultr_5><B>Explanation: </B>There
is a problem with the page you are trying to reach and it cannot be displayed.</ID></FONT></TD></
TR>
    <TR>
      <TD width=400 colSpan=2><FONT id=L_defaultr_6
        style="FONT: 8pt/11pt verdana; COLOR: #000000">
        <HR color=#c0c0c0 noShade>

        <P id=L_defaultr_7><B>Try the following:</B></P>
        <UL>
          <LI id=L_defaultr_8><B>Refresh page:</B> Search for the page again by clicking the Refresh
button. The timeout may have occurred due to Internet congestion.
<LI id=L_defaultr_9><B>Check spelling:</B> Check that you typed the Web page address correctly. Th
e address may have been mistyped.
<LI id=L_defaultr_10><B>Access from a link:</B> If there is a link to the page you are looking for
, try accessing the page from that link.
```

```
</UL>
<HR color=#c0c0c0 noShade>

<P id=L_defaultr_11>Technical Information (for support personnel)</P>
<UL>
  <LI id=L_defaultr_12>Error Code: 500 Internal Server Error. Meghat  rozatlan hiba (-214746
7259)

  </UL></FONT></TD></TR></TBODY></TABLE></BODY></HTML>
```

0

It seems the not working site try to send me an error page. It is in the sourcecode:

The page cannot be displayed

Explanation: There is a problem with the page you are trying to reach and it cannot be displayed.

Try the following:

Refresh page: Search for the page again by clicking the Refresh button. The timeout may have occurred due to Internet congestion.

Check spelling: Check that you typed the Web page address correctly. The address may have been mistyped.

Access from a link: If there is a link to the page you are looking for, try accessing the page from that link.

Any help appricated! Thanks!

History

#1 - 2013-10-04 14:45 - Jan Niggemann (redmine.org team member)

- Status changed from *New* to *Closed*

- Resolution set to *Invalid*

So if I visit redmine from internal network (192.168.x.xx) then it works perfectly but when I try to reach it from outside (mail.unit.hu:7200) than instead of rendering the page is send a part of the HTML sourcecode.

So it's not redmine itself that has a problem; I'm closing this issue.

Your webserver configuration might be at fault, please post questions on the forums.