Redmine - Defect #15540

Some users unable to view existing tickets after upgrade to 2.4.1

2013-11-25 20:51 - Peter Berkman

Status:	Closed		**Start date:**	
Priority:	Urgent		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Issues		**Estimated time:**	0.00 hour
Target version:				
Resolution:	Invalid		**Affected version:**	2.4.1

Description

```
Started GET "/issues/3114" for 127.0.0.1 at 2013-11-25 11:46:11 -0800
Processing by IssuesController#show as HTML
  Parameters: {"id"=>"3114"}
  Current user: charles.ye (id=39)
  Rendered issues/_action_menu.html.erb (0.0ms)
  Rendered plugins/redmine_code_review/app/views/code_review/_issues_show_details_bottom.html.erb
(0.0ms)
  Rendered plugins/redmine_issue_checklist/app/views/issues/_checklist.html.erb (0.0ms)
  Rendered issue_relations/_form.html.erb (0.0ms)
  Rendered issues/_relations.html.erb (15.6ms)
  Rendered issues/_history.html.erb (15.6ms)
  Rendered issues/_action_menu.html.erb (0.0ms)
  Rendered issues/_form_custom_fields.html.erb (31.2ms)
  Rendered issues/_attributes.html.erb (171.6ms)
  Rendered plugins/redmine_issue_checklist/app/views/issues/_checklist_form.html.erb (0.0ms)
  Rendered issues/_form.html.erb (374.5ms)
  Rendered attachments/_form.html.erb (0.0ms)
  Rendered issues/_edit.html.erb (390.1ms)
  Rendered plugins/redmine_contacts/app/views/issues/_contacts.html.erb (15.6ms)
  Rendered issues/_sidebar.html.erb (15.6ms)
  Rendered issues/show.html.erb within layouts/base (546.1ms)
Completed 500 Internal Server Error in 670.9ms

ActionView::Template::Error (Mysql2::Error: You have an error in your SQL syntax; check the manual
 that corresponds to your MySQL server version for the right syntax to use near ') ))))) ORDER BY
contacts.last_name, contacts.first_name' at line 1: SELECT DISTINCT `contacts`.`id` AS t0_r0, `con
tacts`.`first_name` AS t0_r1, `contacts`.`last_name` AS t0_r2, `contacts`.`middle_name` AS t0_r3,
`contacts`.`company` AS t0_r4, `contacts`.`address` AS t0_r5, `contacts`.`phone` AS t0_r6, `contac
ts`.`email` AS t0_r7, `contacts`.`website` AS t0_r8, `contacts`.`skype_name` AS t0_r9, `contacts`.
`birthday` AS t0_r10, `contacts`.`avatar` AS t0_r11, `contacts`.`background` AS t0_r12, `contacts`
.`job_title` AS t0_r13, `contacts`.`is_company` AS t0_r14, `contacts`.`author_id` AS t0_r15, `cont
acts`.`assigned_to_id` AS t0_r16, `contacts`.`created_on` AS t0_r17, `contacts`.`updated_on` AS t0
_r18, `contacts`.`cached_tag_list` AS t0_r19, `contacts`.`visibility` AS t0_r20, `projects`.`id` A
S t1_r0, `projects`.`name` AS t1_r1, `projects`.`description` AS t1_r2, `projects`.`homepage` AS t
1_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, `projects`.`inherit_members` AS t1
_r12 FROM `contacts` LEFT OUTER JOIN `contacts_projects` ON `contacts_projects`.`contact_id` = `co
ntacts`.`id` LEFT OUTER JOIN `projects` ON `projects`.`id` = `contacts_projects`.`project_id` INNE
R JOIN `contacts_issues` ON `contacts`.`id` = `contacts_issues`.`contact_id` WHERE `contacts_issue
s`.`issue_id` = 3114 AND ((projects.id <> -1 ) AND ( (contacts.visibility = 1) OR (projects.id IN
(2,3,4,6,7,8,1000,2000,2001,2002,2003,2004,2005,2006,2007,2008,4005,4006,4007,4008,4009,4010,4011,
4012,4013,4014,4015,4016,4017,4018,4019,4020,4021,4022,4024,4026,4027,4028,4029,4030,4031,4032,403
3,4034,4035,4036,4037,4038,4039,4041) AND contacts.visibility <> 2)  OR (projects.id IN (2,3,4,6,7
,8,1000,2000,2001,2002,2003,2004,2005,2006,2007,2008,4005,4006,4007,4008,4009,4010,4011,4012,4013,
4014,4015,4016,4017,4018,4019,4020,4021,4022,4024,4026,4027,4028,4029,4030,4031,4032,4033,4034,403
5,4036,4037,4038,4039,4041)  OR (projects.id IN (2,3,4,6,7,8,1000,2000,2001,2002,2003,2004,2005,20
06,2007,2008,4005,4006,4007,4008,4009,4010,4011,4012,4013,4014,4015,4016,4017,4018,4019,4020,4021,
4022,4024,4026,4027,4028,4029,4030,4031,4032,4033,4034,4035,4036,4037,4038,4039,4041)  AND (contac
ts.author_id = 39 OR contacts.assigned_to_id IN (39,) ))))) ORDER BY contacts.last_name, contacts.
first_name):
```

```
     42:
     43:
     44:       <ul>
     45:           <% @issue.contacts.visible.each do |contact| %>
     46:           <li id="contact_<%= contact.id%>">
     47:           <%= contact_tag(contact) %>
     48:           <%= "(#{contact.job_title}) " unless contact.job_title.blank? %>
  lib/redmine/hook.rb:111:in `block in render_on'
  lib/redmine/hook.rb:61:in `block (2 levels) in call_hook'
  lib/redmine/hook.rb:61:in `each'
  lib/redmine/hook.rb:61:in `block in call_hook'
  lib/redmine/hook.rb:58:in `tap'
  lib/redmine/hook.rb:58:in `call_hook'
  lib/redmine/hook.rb:158:in `call_hook'
  app/views/issues/_sidebar.html.erb:18:in `_app_views_issues__sidebar_html_erb__643037917_4426280
4'
  app/views/issues/show.html.erb:144:in `block in _app_views_issues_show_html_erb__446275950_54290
508'
  app/views/issues/show.html.erb:143:in `_app_views_issues_show_html_erb__446275950_54290508'
  app/controllers/issues_controller.rb:124:in `block (2 levels) in show'
  app/controllers/issues_controller.rb:121:in `show'
```

History

#1 - 2013-11-25 21:43 - Peter Berkman

note: this does NOT happen if the user is an Administrator (checked Administrator box in user setup view).

#2 - 2013-11-25 22:17 - Peter Berkman

- Status changed from New to Resolved

the problem turned out to be the CRM Plugin -- upgraded that and all is good.

#3 - 2013-11-26 19:08 - Jean-Philippe Lang

- Status changed from Resolved to Closed

- Resolution set to Invalid

OK, thanks for the feedback.