Redmine - Defect #16041

Use with "ř" in his name together with all e-mail notification triggers 404 on issues

2014-02-06 16:22 - Company QFix Solutions s.r.o.

Status:	Closed		**Start date:**	
Priority:	High		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Accounts / authentication		**Estimated time:**	0.00 hour
Target version:				
Resolution:	Invalid		**Affected version:**	2.4.2

Description

I'm seeing an issue when where issues which are visible and readable to all start returning error 404 not found when ALL of these conditions are met:

- user has diacritics in his name "Veřmiřovský", but it seems that I can trigger this by any name which contains "ř" ("r" with Czech accent)
- user is expanded in an issue comment from the from of [Scott Posch](#) . Interesting that pressing "preview" shows the comment correctly, but hitting "save" shows a green message that save was successful. But the bug is not visible (404 not found). If I go into the DB (journals, find the comment, change the text to some other existing user or remove it), bug is again visibile.
- user selects that he wants to be notified for all events on all his projects. Switching the notification "owner of issues only" or "no events" makes this go away

Turning off e-mail notifications has no effect, I also tried sendmail delivery and SMTP with TLS. Still the same.

I tried creating a new, fresh account - didn't help.

production.log snipped with logging level turned to debug (look for "Missing template, responding with 404" which seems to be the issue).

```
Started GET "/issues/949" for 83.208.254.184 at Thu Feb 06 16:09:08 +0100 2014
Processing by IssuesController#show as HTML
  Parameters: {"id"=>"949"}
   (37.4ms)  SELECT MAX(`settings`.`updated_on`) AS max_id FROM `settings`
  User Load (0.5ms)  SELECT `users`.* FROM `users` WHERE `users`.`type` IN ('User', 'AnonymousUser
') AND `users`.`status` = 1 AND `users`.`id` = 4 LIMIT 1
  Current user: purposly.removed (id=4)
  Issue Load (0.6ms)  SELECT `issues`.* FROM `issues` WHERE `issues`.`id` = 949 LIMIT 1
  Project Load (0.4ms)  SELECT `projects`.* FROM `projects` WHERE `projects`.`id` = 4 LIMIT 1
  SQL (0.4ms)  SELECT `enabled_modules`.`name` FROM `enabled_modules` WHERE `enabled_modules`.`pro
ject_id` = 4
  TimeEntry Load (0.7ms)  SELECT `time_entries`.* FROM `time_entries` WHERE `time_entries`.`issue_
id` = 949 ORDER BY time_entries.spent_on DESC
  Journal Load (0.6ms)  SELECT `journals`.* FROM `journals` WHERE `journals`.`journalized_id` = 94
9 AND `journals`.`journalized_type` = 'Issue' ORDER BY journals.id ASC
  User Load (0.4ms)  SELECT `users`.* FROM `users` WHERE `users`.`type` IN ('User', 'AnonymousUser
') AND `users`.`id` IN (4, 2)
  JournalDetail Load (0.4ms)  SELECT `journal_details`.* FROM `journal_details` WHERE `journal_det
ails`.`journal_id` IN (3568, 3578)
  UserPreference Load (0.4ms)  SELECT `user_preferences`.* FROM `user_preferences` WHERE `user_pre
ferences`.`user_id` = 4 LIMIT 1
  SQL (1.5ms)  SELECT `changesets`.`id` AS t0_r0, `changesets`.`repository_id` AS t0_r1, `changese
ts`.`revision` AS t0_r2, `changesets`.`committer` AS t0_r3, `changesets`.`committed_on` AS t0_r4,
`changesets`.`comments` AS t0_r5, `changesets`.`commit_date` AS t0_r6, `changesets`.`scmid` AS t0_
r7, `changesets`.`user_id` AS t0_r8, `repositories`.`id` AS t1_r0, `repositories`.`project_id` AS
t1_r1, `repositories`.`url` AS t1_r2, `repositories`.`login` AS t1_r3, `repositories`.`password` A
S t1_r4, `repositories`.`root_url` AS t1_r5, `repositories`.`type` AS t1_r6, `repositories`.`path_
encoding` AS t1_r7, `repositories`.`log_encoding` AS t1_r8, `repositories`.`extra_info` AS t1_r9,
`repositories`.`identifier` AS t1_r10, `repositories`.`is_default` AS t1_r11, `repositories`.`crea
ted_on` AS t1_r12, `projects`.`id` AS t2_r0, `projects`.`name` AS t2_r1, `projects`.`description`
AS t2_r2, `projects`.`homepage` AS t2_r3, `projects`.`is_public` AS t2_r4, `projects`.`parent_id`
AS t2_r5, `projects`.`created_on` AS t2_r6, `projects`.`updated_on` AS t2_r7, `projects`.`identifi
er` AS t2_r8, `projects`.`status` AS t2_r9, `projects`.`lft` AS t2_r10, `projects`.`rgt` AS t2_r11
```

```
, `projects`.`inherit_members` AS t2_r12 FROM `changesets` LEFT OUTER JOIN `repositories` ON `repo
sitories`.`id` = `changesets`.`repository_id` LEFT OUTER JOIN `projects` ON `projects`.`id` = `rep
ositories`.`project_id` INNER JOIN `changesets_issues` ON `changesets`.`id` = `changesets_issues`.
`changeset_id` WHERE `changesets_issues`.`issue_id` = 949 AND (projects.status <> 9 AND projects.i
d IN (SELECT em.project_id FROM enabled_modules em WHERE em.name='repository')) ORDER BY changeset
s.committed_on ASC, changesets.id ASC
  IssueRelation Load (0.6ms)  SELECT `issue_relations`.* FROM `issue_relations` WHERE `issue_relat
ions`.`issue_from_id` = 949
  IssueRelation Load (0.3ms)  SELECT `issue_relations`.* FROM `issue_relations` WHERE `issue_relat
ions`.`issue_to_id` = 949
  IssueStatus Load (0.3ms)  SELECT `issue_statuses`.* FROM `issue_statuses` WHERE `issue_statuses`
.`id` = 1 LIMIT 1
  SQL (0.4ms)  SELECT `users`.id FROM `users` INNER JOIN `groups_users` ON `users`.`id` = `groups_
users`.`group_id` WHERE `users`.`type` IN ('Group') AND `groups_users`.`user_id` = 4
  Role Load (373.7ms)  SELECT `roles`.* FROM `roles`
  Tracker Load (0.5ms)  SELECT `trackers`.* FROM `trackers` WHERE `trackers`.`id` = 1 LIMIT 1
  User Load (0.4ms)  SELECT `users`.* FROM `users` WHERE `users`.`type` IN ('User', 'AnonymousUser
') AND `users`.`id` = 2 LIMIT 1
  WorkflowTransition Load (1.0ms)  SELECT `workflows`.* FROM `workflows` WHERE `workflows`.`type`
IN ('WorkflowTransition') AND `workflows`.`old_status_id` = 1 AND (role_id IN (1,2,3,4,5,6) AND tr
acker_id = 1 AND ((author = 0 AND assignee = 0)))
  IssueStatus Load (0.7ms)  SELECT `issue_statuses`.* FROM `issue_statuses` WHERE `issue_statuses`
.`id` IN (5, 2, 4, 10, 9, 7, 8)
  TimeEntryActivity Load (20.6ms)  SELECT `enumerations`.* FROM `enumerations` WHERE `enumerations
`.`type` IN ('TimeEntryActivity') AND `enumerations`.`is_default` = 1 ORDER BY enumerations.positi
on ASC LIMIT 1
  IssueQuery Load (0.8ms)  SELECT `queries`.* FROM `queries` WHERE `queries`.`type` IN ('IssueQuer
y') AND `queries`.`id` = 28 LIMIT 1
  IssueCustomField Load (0.4ms)  SELECT `custom_fields`.* FROM `custom_fields` WHERE `custom_field
s`.`type` IN ('IssueCustomField')
  Tracker Load (0.3ms)  SELECT `trackers`.* FROM `trackers` ORDER BY trackers.position ASC
  Project Load (12.3ms)  SELECT `projects`.* FROM `projects` WHERE (projects.status <> 9)
  Principal Load (22.5ms)  SELECT DISTINCT `users`.* FROM `users` INNER JOIN `members` ON `members
`.`user_id` = `users`.`id` WHERE `users`.`status` = 1 AND (members.project_id IN (1,3,4,5,6,7,8,9,
10,11,12,13,14,15,16,17,18,19,20,21,22,23,24,25,26,27,28,29,30,31,32,33,34,35,36,37,38,39,40,41))
  SQL (0.5ms)  SELECT `versions`.`id` AS t0_r0, `versions`.`project_id` AS t0_r1, `versions`.`name
` AS t0_r2, `versions`.`description` AS t0_r3, `versions`.`effective_date` AS t0_r4, `versions`.`c
reated_on` AS t0_r5, `versions`.`updated_on` AS t0_r6, `versions`.`wiki_page_title` AS t0_r7, `ver
sions`.`status` AS t0_r8, `versions`.`sharing` AS t0_r9, `projects`.`id` AS t1_r0, `projects`.`nam
e` AS t1_r1, `projects`.`description` AS t1_r2, `projects`.`homepage` AS t1_r3, `projects`.`is_pub
lic` AS t1_r4, `projects`.`parent_id` AS t1_r5, `projects`.`created_on` AS t1_r6, `projects`.`upda
ted_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 `versions` LEF
T OUTER JOIN `projects` ON `projects`.`id` = `versions`.`project_id` WHERE `versions`.`sharing` =
'system' AND (projects.status <> 9 AND projects.id IN (SELECT em.project_id FROM enabled_modules e
m WHERE em.name='issue_tracking'))
  IssueStatus Load (29.1ms)  SELECT `issue_statuses`.* FROM `issue_statuses` ORDER BY issue_status
es.position ASC
  (1.2ms)  SELECT COUNT(DISTINCT `members`.`id`) FROM `members` LEFT OUTER JOIN `projects` ON `pr
ojects`.`id` = `members`.`project_id` LEFT OUTER JOIN `member_roles` ON `member_roles`.`member_id`
 = `members`.`id` LEFT OUTER JOIN `roles` ON `roles`.`id` = `member_roles`.`role_id` WHERE `member
s`.`user_id` = 4 AND (projects.status<>9)
  IssuePriority Load (0.7ms)  SELECT `enumerations`.* FROM `enumerations` WHERE `enumerations`.`ty
pe` IN ('IssuePriority') ORDER BY enumerations.position ASC
  Group Load (21.6ms)  SELECT `users`.* FROM `users` WHERE `users`.`type` IN ('Group')
  Role Load (0.6ms)  SELECT `roles`.* FROM `roles` WHERE `roles`.`builtin` = 0 ORDER BY roles.posi
tion ASC
  IssueCustomField Load (1.4ms)  SELECT `custom_fields`.* FROM `custom_fields` WHERE `custom_field
s`.`type` IN ('IssueCustomField') AND `custom_fields`.`is_for_all` = 1 AND `custom_fields`.`is_fil
ter` = 1 ORDER BY custom_fields.position ASC
  CustomField Load (0.5ms)  SELECT `custom_fields`.* FROM `custom_fields` WHERE `custom_fields`.`i
s_filter` = 1
  SQL (0.9ms)  SELECT issues.id FROM `issues` INNER JOIN `issue_statuses` ON `issue_statuses`.`id`
 = `issues`.`status_id` INNER JOIN `projects` ON `projects`.`id` = `issues`.`project_id` LEFT OUTE
R JOIN `users` ON `users`.`id` = `issues`.`assigned_to_id` LEFT OUTER JOIN `trackers` ON `trackers
`.`id` = `issues`.`tracker_id` LEFT OUTER JOIN `enumerations` ON `enumerations`.`id` = `issues`.`p
riority_id` AND `enumerations`.`type` IN ('IssuePriority') LEFT OUTER JOIN `issue_categories` ON `
```

```
issue_categories`.`id` = `issues`.`category_id` LEFT OUTER JOIN `versions` ON `versions`.`id` = `i
ssues`.`fixed_version_id` WHERE (projects.status <> 9 AND projects.id IN (SELECT em.project_id FRO
M enabled_modules em WHERE em.name='issue_tracking')) AND ((issues.assigned_to_id IN ('15'))) ORDE
R BY projects.name, (CASE WHEN versions.effective_date IS NULL THEN 1 ELSE 0 END), versions.effect
ive_date, versions.name, versions.id, issues.id DESC LIMIT 501
  Watcher Exists (0.7ms)  SELECT 1 AS one FROM `watchers` WHERE `watchers`.`watchable_type` = 'Iss
ue' AND `watchers`.`watchable_id` IN (949) AND `watchers`.`user_id` = 4 LIMIT 1
  Rendered issues/_action_menu.html.erb (7.3ms)
  IssuePriority Load (0.6ms)  SELECT `enumerations`.* FROM `enumerations` WHERE `enumerations`.`ty
pe` IN ('IssuePriority') AND `enumerations`.`id` = 1 ORDER BY enumerations.position ASC LIMIT 1
  CACHE (0.0ms)  SELECT `issue_statuses`.* FROM `issue_statuses` WHERE `issue_statuses`.`id` = 1 L
IMIT 1
  Group Load (0.7ms)  SELECT `users`.* FROM `users` INNER JOIN `groups_users` ON `users`.`id` = `g
roups_users`.`group_id` WHERE `users`.`type` IN ('Group') AND `groups_users`.`user_id` = 4
  Principal Load (0.6ms)  SELECT `users`.* FROM `users` WHERE `users`.`id` = 9 LIMIT 1
  IssueCategory Load (0.4ms)  SELECT `issue_categories`.* FROM `issue_categories` WHERE `issue_cat
egories`.`id` = 8 LIMIT 1
  Version Load (0.3ms)  SELECT `versions`.* FROM `versions` WHERE `versions`.`id` = 50 LIMIT 1
  CACHE (0.0ms)  SELECT `projects`.* FROM `projects` WHERE `projects`.`id` = 4 LIMIT 1
  SQL (149.5ms)  SELECT `enabled_modules`.`name` FROM `enabled_modules` WHERE `enabled_modules`.`p
roject_id` = 4
   (1.1ms)  SELECT SUM(time_entries.hours) AS sum_id FROM `issues` LEFT JOIN time_entries ON time_
entries.issue_id = issues.id WHERE `issues`.`root_id` = 949 AND (`issues`.`lft` >= 1 AND `issues`.
`rgt` <= 2)
  IssueCustomField Load (24.1ms)  SELECT `custom_fields`.* FROM `custom_fields` INNER JOIN `custom
_fields_trackers` ON `custom_fields`.`id` = `custom_fields_trackers`.`custom_field_id` WHERE `cust
om_fields`.`type` IN ('IssueCustomField') AND `custom_fields_trackers`.`tracker_id` = 1
  IssueCustomField Load (15.6ms)  SELECT `custom_fields`.* FROM `custom_fields` WHERE `custom_fiel
ds`.`type` IN ('IssueCustomField') AND (is_for_all = 1 OR id IN (SELECT DISTINCT cfp.custom_field_
id FROM custom_fields_projects cfp WHERE cfp.project_id = 4)) ORDER BY custom_fields.position ASC
  Rendered plugins/timelog_on_issue_page/app/views/hooks/timelog_on_issue_page/issues/_timelog.htm
l.erb (0.1ms)
  Attachment Load (278.4ms)  SELECT `attachments`.* FROM `attachments` WHERE `attachments`.`contai
ner_id` = 949 AND `attachments`.`container_type` = 'Issue' ORDER BY attachments.created_on ASC, at
tachments.id ASC
   (0.9ms)  SELECT mentioned_id FROM mentions WHERE mentioning_type = 'Issue' AND mentioning_id =
949 ORDER BY mentioned_id
  Rendered issue_relations/_form.html.erb (3.0ms)
  Rendered issues/_relations.html.erb (5.1ms)
  CACHE (0.0ms)  SELECT `enumerations`.* FROM `enumerations` WHERE `enumerations`.`type` IN ('Issu
ePriority') AND `enumerations`.`id` = 1 ORDER BY enumerations.position ASC LIMIT 1
  IssuePriority Load (2.0ms)  SELECT `enumerations`.* FROM `enumerations` WHERE `enumerations`.`ty
pe` IN ('IssuePriority') AND `enumerations`.`id` = 2 ORDER BY enumerations.position ASC LIMIT 1
  CACHE (0.0ms)  SELECT `issues`.* FROM `issues` WHERE `issues`.`id` = 949 LIMIT 1
  CACHE (0.0ms)  SELECT `attachments`.* FROM `attachments` WHERE `attachments`.`container_id` = 94
9 AND `attachments`.`container_type` = 'Issue' ORDER BY attachments.created_on ASC, attachments.id
 ASC
   (0.8ms)  SELECT mentioned_id FROM mentions WHERE mentioning_type = 'Journal' AND mentioning_id
= 3568 ORDER BY mentioned_id
  CACHE (0.0ms)  SELECT `issues`.* FROM `issues` WHERE `issues`.`id` = 949 LIMIT 1
  CACHE (0.0ms)  SELECT `attachments`.* FROM `attachments` WHERE `attachments`.`container_id` = 94
9 AND `attachments`.`container_type` = 'Issue' ORDER BY attachments.created_on ASC, attachments.id
 ASC
  User Load (0.8ms)  SELECT `users`.* FROM `users` WHERE `users`.`type` IN ('User', 'AnonymousUser
') AND `users`.`id` = 4 LIMIT 1
   (0.6ms)  SELECT mentioned_id FROM mentions WHERE mentioning_type = 'Journal' AND mentioning_id
= 3578 ORDER BY mentioned_id
   (0.2ms)  BEGIN
  SQL (1.0ms)  INSERT INTO `mentions` (`created_on`, `mentioned_id`, `mentioning_id`, `mentioning_
type`) VALUES ('2014-02-06 08:00:27', 4, 3578, 'Journal')
  Issue Load (11.0ms)  SELECT `issues`.* FROM `issues` WHERE `issues`.`id` = 949 LIMIT 1
  Tracker Load (8.3ms)  SELECT `trackers`.* FROM `trackers` WHERE `trackers`.`id` = 1 LIMIT 1
DEPRECATION WARNING: Mailer.deliver_mention(*args) is deprecated. Use Mailer.mention(*args).delive
r instead. (called from method_missing at /var/www/redmine-2.1/app/models/mailer.rb:442)
  Project Load (18.9ms)  SELECT `projects`.* FROM `projects` WHERE `projects`.`id` = 4 LIMIT 1
   (15.8ms)  ROLLBACK
  Rendered issues/_history.html.erb (360.2ms)
```

```
  Rendered issues/show.html.erb within layouts/base (1106.3ms)
Missing template, responding with 404
  Rendered common/error.html.erb within layouts/base (0.2ms)
  Rendered plugins/redmine_repobrowser/app/views/repobrowser/_toolbarmod.erb (0.1ms)
  SQL (334.3ms)  SELECT `members`.`id` AS t0_r0, `members`.`user_id` AS t0_r1, `members`.`project_
id` AS t0_r2, `members`.`created_on` AS t0_r3, `members`.`mail_notification` AS t0_r4, `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`.`stat
us` AS t1_r9, `projects`.`lft` AS t1_r10, `projects`.`rgt` AS t1_r11, `projects`.`inherit_members`
 AS t1_r12, `roles`.`id` AS t2_r0, `roles`.`name` AS t2_r1, `roles`.`position` AS t2_r2, `roles`.`
assignable` AS t2_r3, `roles`.`builtin` AS t2_r4, `roles`.`permissions` AS t2_r5, `roles`.`issues_
visibility` AS t2_r6 FROM `members` LEFT OUTER JOIN `projects` ON `projects`.`id` = `members`.`pro
ject_id` LEFT OUTER JOIN `member_roles` ON `member_roles`.`member_id` = `members`.`id` LEFT OUTER
JOIN `roles` ON `roles`.`id` = `member_roles`.`role_id` WHERE `members`.`user_id` = 4 AND (project
s.status<>9) ORDER BY projects.name
Completed 404 Not Found in 3223.0ms (Views: 495.8ms | ActiveRecord: 866.7ms)
```

ruby script/about

```
sh: darcs: command not found
sh: hg: command not found
sh: bzr: command not found
Environment:
  Redmine version              2.4.2.stable.12844
  Ruby version                 1.8.7-p352 (2011-06-30) [x86_64-linux]
  Rails version                3.2.16
  Environment                  production
  Database adapter             Mysql2
SCM:
  Subversion                   1.6.11
  Git                          1.7.1
  Filesystem
Redmine plugins:
  project_overview             1.2.0
  redmine_empstats             0.0.5
  redmine_monitoring_controlling 0.1.1
  redmine_repobrowser          1.3.0
  redmine_spent_time           2.5.0
  timelog_on_issue_page        0.0.1
  wiking                       0.1.0
```

I'm using a SVN checkout from stable branch. I ran `bundle update' to make sure it's up to date. No change.

History

#1 - 2014-02-06 18:48 - Jean-Philippe Lang

- Status changed from New to Needs feedback

At least, this warning DEPRECATION WARNING: Mailer.deliver_mention(*args) is deprecated comes from a plugin.
Please retry without any plugins to see if the error still occurs.

#2 - 2014-02-17 18:04 - Company QFix Solutions s.r.o.

Thanks for the quick response!

It turned out to be a combination of plugins not compatible with Ruby/gems 1.8.

After a moderately plainful process of installing software collections with Ruby 1.9, updating Passenger, Redmine 2.4.2 -> 2.4.3, reinstalling all the gems - the issue went away.

I bet there are more important tasks to do, feel free to close this one as for me it's resolved.

Thanks for the help!

#3 - 2014-02-18 04:30 - Toshi MARUYAMA

- Status changed from Needs feedback to Closed

- Resolution set to Invalid