

Redmine - Defect #16994

Redmine 500 error while Adding/Updating only a new Task

2014-05-27 15:11 - Jo V

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Issues	Estimated time:	0.00 hour
Target version:		Affected version:	2.4.0
Resolution:	Invalid		
Description			
<p>Hi Guys I am running REDMINE 2.4.0.stable on a CentOS 6.5. My environment details are as follows: *Environment: Redmine version 2.4.0.stable Ruby version 2.1.0-p0 (2013-12-25) [x86_64-linux] Rails version 3.2.15 Environment production Database adapter MySQL SCM: Subversion 1.6.11 Git 1.7.1 Filesystem Redmine plugins: no plugin installed *</p> <p>I have noticed sometime during adding/modifying an issue in any of the projects in REDMINE, I get the redmine 500 error. I have tried to remove the different characters that could cause this issue and some time it works. I am not sure what is happening here.</p> <p>I also performed a search over the REDMINE forums and found a possible solution as stated below. However, even after adding this portion to the environment.rb file I get the similar error.</p> <pre>"module ActionView module Helpers module TextHelper def truncate(text, length = 30, truncate_string = "...") if text.nil? then return end l = length - truncate_string.chars.to_a.size (text.chars.to_a.size > length ? text.chars.to_a[0...l].join + truncate_string : text).to_s end end end end"</pre> <p>My environment.rb file is attached for your reference.</p> <p>Looking forward to hearing from you guys</p> <p>Regards Jo V</p>			

History

#1 - 2014-05-28 05:45 - Toshi MARUYAMA

Ruby 2.1 has some problems and Redmine does not support Ruby 2.1 officially ([#16194](#)).
I recommend you to downgrade Ruby to 2.0 or upgrade to 2.1.2.

#2 - 2014-05-28 14:44 - Jo V

Hi Toshi

Thanks for your response on this.

Could you please provide me the best procedure either to upgrade or downgrade the Ruby version that I have?

Looking forward to hearing from you.

Regards
Jo

#3 - 2014-06-24 08:47 - Toshi MARUYAMA

- *Status changed from New to Closed*

- *Resolution set to Invalid*

Jo V wrote:

Could you please provide me the best procedure either to upgrade or downgrade the Ruby version that I have?

Do as you like.

Database adapter MySQL

You should use mysql2 on Ruby \geq 1.9.

Files

environment.zip	588 Bytes	2014-05-27	Jo V
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