

## Redmine - Defect #16994

### Redmine 500 error while Adding/Updating only a new Task

2014-05-27 15:11 - Jo V

<b>Status:</b>	Closed	<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>	2.4.0
<b>Resolution:</b>	Invalid		
<b>Description</b>			
<p>Hi Guys</p> <p>I am running REDMINE 2.4.0.stable on a CentOS 6.5. My environment details are as follows:</p> <p>*Environment:</p> <p>Redmine version 2.4.0.stable</p> <p>Ruby version 2.1.0-p0 (2013-12-25) [x86_64-linux]</p> <p>Rails version 3.2.15</p> <p>Environment production</p> <p>Database adapter MySQL</p> <p>SCM:</p> <p>Subversion 1.6.11</p> <p>Git 1.7.1</p> <p>Filesystem</p> <p>Redmine plugins:</p> <p>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 &gt; 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</p> <p>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 >= 1.9.

**Files**

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