We were using 2.4.1 Bitnami installation for about a year with no problems. After 3.0.0 release we have switched to this new version to be sure we are using current Redmine branch, and our installation is not so outdated. We are using Bitnami 3.0.0 installer for windows platforms.

We have found a problem, that if a wiki page contains russian word "Информация" (translation: Information) written with capital letter only! If this word is present in wiki page name (no matter if it is first word in wiki page name or it will be one of the next words) it will lead to "Internal server error" while trying to access a page.

For example:
"Справочная информация" - this wiki page name opens normal
"Справочная Информация" - this wiki page name will lead to "Internal server error" error message

"информация по учетным записям трекеров контейнерных линий" - this wiki page name opens normal
"Информация по учетным записям трекеров контейнерных линий" - this wiki page name will lead to "Internal server error" error message

All other wiki pages, tasks, everyting works correct. We have run migration two times: this way
rake db:migrate RAILS_ENV=production
and this way:
set RAILS_ENV=production
rake db:migrate

migration reports no errors.

Later we noticed, that actually a broken page exists, and we can open it by changing letter "И" from capital to "и" at the browser address line. We had so far only 5 problem pages, and we renamed them all to use small "и" letter at the wiki page name. This is of course a workaround, and problem exists.

To confirm error, we have installed clean Redmine 3.0.0 instance from bitname at another PC and tried to make a wiki page there using "Информация" word, mistake is the same. So I think its not a DB migration error, its most likely error in Redmine itself (or probably some conflict with software that bitnami intaller uses)
Host PC Win 8.1

c:'Redmine\3.0.0\apps\redmine\htdocs'>ruby script/about
script/about no longer exists, please use bin/about instead.

c:'Redmine\3.0.0\apps\redmine\htdocs'>ruby bin/about
DL is deprecated, please use Fiddle

Environment:

Redmine version                3.0.0.stable
Ruby version                   2.0.0-p594 (2014-10-27) [i386-mingw32]
Rails version                  4.2.0
Environment                    production
Database adapter               Mysql2
SCM:
  Subversion                     1.8.10
  Git                            1.9.5
Filesystem
Redmine plugins:
  no plugin installed

c:'Redmine\3.0.0\apps\redmine\htdocs'

The bug is very easy to observe, just >>>get<<< latest 3-0-0 installation from bitnami, install it. Create any test project, and there try to create a Wiki page with "Информация" word. I have checked log file, but it reports no error...

At the log we see that I am browsing some wiki pages, but after each of them, I try to open wiki page, that leads to "Internal server error" This makes no recordings to log file:

{{collapse(Click to see log file part...)}

Started GET "/redmine/projects/supplytasks/wiki" for 127.0.0.1 at 2015-03-10 21:37:44 +0300
Processing by WikiController#show as HTML
  Parameters: {"project_id"=>"supplytasks"
  Current user: supply (id=9)
Rendered wiki/_content.html.erb (61.1ms)
 Rendered attachments/_form.html.erb (2.0ms)
 Rendered wiki/_sidebar.html.erb (8.0ms)
 Rendered wiki/show.html.erb within layouts/base (79.1ms)
Completed 200 OK in 110ms (Views: 80.1ms | ActiveRecord: 21.0ms)

Started GET "/redmine/projects/supplytasks/wiki/%D0%9C%D0%B0%D0%BA%D0%B5%D1%82%D1%8B_%D0%BA%D1%80%D0%B0%D1%82%D0%BA%D0%BE%D0%BE%D0%B3%D0%BE_%D0%BD%D0%B5%D1%80%D0%BD%D0%B1%80%D0%BD%D1%8B%D1%85_%D0%BF%D0%BE%D0%B7%D0%B8%D1%86_%D1%86%D0%B8%D0%B9" for 127.0.0.1 at 2015-03-10 21:37:54 +0300
Processing by WikiController#show as HTML
  Parameters: {"project_id"=>"supplytasks", "id"=>"Макеты краткого и полного названия товарных позиций"
  Current user: supply (id=9)
Rendered wiki/_content.html.erb (29.0ms)
 Rendered attachments/_form.html.erb (2.0ms)
 Rendered wiki/_sidebar.html.erb (9.0ms)
 Rendered wiki/show.html.erb within layouts/base (50.0ms)
Completed 200 OK in 82ms (Views: 63.1ms | ActiveRecord: 7.0ms)
Using rack 1.6.0
Using rack-test 0.6.3
Using actionpack 4.2.0
Using globalid 0.3.3
Using activejob 4.2.0
Using mime-types 2.4.3
Using mail 2.6.3
Using actionmailer 4.2.0
Using actionpack-action_caching 1.1.1
Using actionpack-xml_parser 1.0.1
Using activemodel 4.2.0
Using arel 6.0.0
Using activerecord 4.2.0
Using daemons 1.1.9
Using eventmachine 1.0.3
Using hike 1.2.3
Using thor 0.19.1
Using raities 4.2.0
Using jquery-rails 3.1.2
Using multi_json 1.11.0
Using mysql2 0.3.18
Using net-ldap 0.3.1
Using protected_attributes 1.0.8
Using ruby-openid 2.3.0
Using rack-openid 1.4.2
Using bundler 1.7.0
Using tilt 1.4.1
Using sprockets 2.12.3
Using sprockets-rails 2.2.4
Using rails 4.2.0
Using rbpdf 1.18.5
Using redcarpet 3.1.2
Using request_store 1.0.5
Using rmagick 2.13.4
Using thin 1.6.1
Using tzinfo-data 1.2015.1
Updating files in vendor/cache
Your bundle is complete!
Gems in the groups development and test were not installed.
Use `bundle show [gemname]` to see where a bundled gem is installed.

c:\Redmine\3.0.0\apps\redmine\htdocs>
c:\Redmine\3.0.0\apps\redmine\htdocs>..

}}

#2 - 2015-03-11 22:36 - Eugene B

Also discussing problem on Bitnami forum: https://community.bitnami.com/t/2-problems-with-3-0-0-installation-see-reports-inside/30195
They have asked some more details, please also find them here:

Link to my log files: https://cloud.mail.ru/public/7261d0e62c8e/logs.zip (from C:\Redmine\3.0.0\apps\redmine\htdocs\log and C:\Redmine\3.0.0\apache2\logs)
I have cleaned them before redmine restart, so its not much to see there. I see nothing special there. Probably I need to set more thorough log mode? If possible, please tell me how to do it.

Also please find link to youtube with video recording for this problem. http://youtu.be/r3TITwOP_Fk

#3 - 2015-03-14 10:22 - Eugene B

If there are some problems to reproduce or confirm bug, I can give teamviewer access to affected PC if its needed. So it will be easier to get required information. Contact me with e-mail at my profile if interested.

#4 - 2015-03-14 11:14 - Jean-Philippe Lang
- Status changed from New to Closed
- Resolution set to Invalid

This error (and the error page I can see on your video) comes from your webserver, not Redmine.
I've setup an example on the demo site, and it works fine: http://demo.redmine.org/projects/test19321/wiki/Wiki

#5 - 2015-03-24 15:57 - Eugene B
- Status changed from Closed to Reopened

Sorry for disturbing you again ^^ But Im still here with my problem. Still actual for 3.0.1 too.

Apache team responded with the following:

Try LogLevel trace8 and attaching the errorlog directly to this bug report. Presumably the encoding of that character matches some blacklisted octet for the platform httpd is on.
It seems that the redmine itself (127.0.0.1:3001) responds with status 500 (Internal Server Error) with path "%D0%98%D0%BD%D1%84%D0%BE%D1%80%D0%BC%D0%BD%D1%86%D0%B8%D1%8F", mod_proxy is simply forwarding that error response.
You probably have to check redmine's logs for the original cause.

My thread at Apache bugtracker: https://bz.apache.org/bugzilla/show_bug.cgi?id=57726

I have tried to find out the how to solve the problem both at Bitnami Team Forum and at Apache bugtracker (since apache reports error) I have tried to set debug log level for redmine production, but it makes not recordings for my error.

The bad thing is that this mistake is not critical, I can rename all pages at Wiki so it will not use this word at the browser address line, but this is so clumsy :) I understand that from your point it Redmine seems to be running OK, as you can not reproduce the bug on your demo site, but I suppose you host it on some other software, linux based or else, so its not 1:1 reproduction. (you can directly reproduce if you will get Bitnami intaller for windows)

I am here again because I doubt anyone else will solve it. Bitnami team almost dont take part at discussion for this error and Apache points to Redmine (as you point to them :P) If you will close thread again, I give up :) I dont have enough expirience to deal with it.
#6 - 2015-03-24 16:16 - Toshi MARUYAMA
- Related to Defect #19374: MinGW thin and puma: Internal server error occurs when attachment file name contains non ASCII added

#7 - 2015-03-25 20:03 - Eugene B

Another report for similar issue on Bitnami site:


#8 - 2015-03-25 20:17 - Eugene B

More information, any word (or even just any letters) that contains capital "И" letter leads to problem
"История" (history) "Интервал" (interval) "авеИавы" (just random letters with big "И")

#9 - 2015-03-25 22:06 - Toshi MARUYAMA
- Status changed from Reopened to Closed

I cannot reproduce on my CentOS6.

```bash
$ LANG=C rpm -qi httpd
```

Name : httpd Relocations: (not relocatable)
Version : 2.2.15 Vendor: CentOS
Install Date: Mon Nov 3 10:06:52 2014 Build Host: c6b9.bsys.dev.centos.org
Size : 3085394 License: ASL 2.0
Signature : RSA/SHA1, Sat Oct 18 05:02:19 2014, Key ID 0946fca2c105b9de
Packager : CentOS BuildSystem <http://bugs.centos.org>
URL : http://httpd.apache.org/
Summary : Apache HTTP Server
Description :
The Apache HTTP Server is a powerful, efficient, and extensible web server.

```
$ cat /etc/httpd/conf.d/proxy.conf
Listen 3010

<VirtualHost *:3010>
    ProxyPass / http://localhost:3000/
    ProxyPassReverse / http://localhost:3000/
</VirtualHost>
```

/var/log/httpd/access_log:

::1 - - [26/Mar/2015:06:35 +0900] "GET /projects/hg-crew-00/wiki/%D0%98%D0%BD%D1%84%D0%BE%D1%80%D0%BC%D0%B0%D1%86%D0%B8%D1%8F HTTP/1.1" 200 7639 "-" "Mozilla/5.0 (Windows NT 6.3; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/41.0.2272.101 Safari/537.36"
::1 - - [26/Mar/2015:06:35 +0900] "GET /stylesheets/application.css HTTP/1.1" 304 -
log/production.log:

Started GET "/projects/hg-crew-00/wiki/%d0%98%d0%bd%d1%84%d0%be%d1%80%d0%bc%d0%b0%d1%86%d0%b8%d1%8f" for ::1 at 2015-03-26 06:03:35 +0900
Processing by WikiController#show as HTML
Parameters: {"project_id"=>"hg-crew-00", "id"=>"Информация"}
Current user: admin (id=1)
Rendered wiki/_content.html.erb (49.9ms)
Rendered attachments/_form.html.erb (2.2ms)
Rendered wiki/_sidebar.html.erb (1.4ms)
Rendered wiki/show.html.erb within layouts/base (60.0ms)
Completed 200 OK in 85ms (Views: 76.3ms | ActiveRecord: 1.8ms)

#10 - 2015-03-26 13:32 - Toshi MARUYAMA

https://www.google.com/search?q=thin%20windows%20rails%204.2

#11 - 2015-03-26 13:54 - Toshi MARUYAMA

- File windows-thin.png added

On my Japanese Windows 8.1 Pro.
windows-thin.png

#12 - 2015-03-26 13:56 - Toshi MARUYAMA

Unexpected error while processing request: "\x80" on Windows-31J

On Windows-31J
$ cat Gemfile.local

gem "thin"

$ thin start
Using rack adapter
Thin web server (v1.6.3 codename Protein Powder)
Maximum connections set to 1024
Listening on 0.0.0.0:3000, CTRL+C to stop

#14 - 2015-03-26 14:03 - Toshi MARUYAMA

I have created issue.
https://github.com/macournoyer/thin/issues/268

#15 - 2015-03-26 17:19 - Eugene B

Toshi, thanks!!!

#16 - 2015-03-26 18:32 - Toshi MARUYAMA

I tried puma.

Puma caught this error: "\x80" on Windows-31J (Encoding::InvalidByteSequenceError)
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/actionpack-4.2.1/lib/action_dispatch/middleware/static.rb:34:in `file?'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/actionpack-4.2.1/lib/action_dispatch/middleware/static.rb:34:in `block in match?'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/actionpack-4.2.1/lib/action_dispatch/middleware/static.rb:31:in `each'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/actionpack-4.2.1/lib/action_dispatch/middleware/static.rb:31:in `detect'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/actionpack-4.2.1/lib/action_dispatch/middleware/static.rb:31:in `match?'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/actionpack-4.2.1/lib/action_dispatch/middleware/static.rb:107:in `call'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/rack-1.6.0/lib/rack/sendfile.rb:113:in `call'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/railties-4.2.1/lib/rails/engine.rb:518:in `call'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/railties-4.2.1/lib/rails/application.rb:164:in `call'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/railties-4.2.1/lib/rails/engine.rb:518:in `call'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/railties-4.2.1/lib/rails/application.rb:164:in `call'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/railties-4.2.1/lib/rails/engine.rb:518:in `call'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/railties-4.2.1/lib/rails/application.rb:164:in `call'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/railties-4.2.1/lib/rails/engine.rb:518:in `call'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/railties-4.2.1/lib/rails/application.rb:164:in `call'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/railties-4.2.1/lib/rails/engine.rb:518:in `call'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/railties-4.2.1/lib/rails/application.rb:164:in `call'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/railties-4.2.1/lib/rails/engine.rb:518:in `call'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/railties-4.2.1/lib/rails/application.rb:164:in `call'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/railties-4.2.1/lib/rails/engine.rb:518:in `call'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/railties-4.2.1/lib/rails/application.rb:164:in `call'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/railties-4.2.1/lib/rails/engine.rb:518:in `call'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/railties-4.2.1/lib/rails/application.rb:164:in `call'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/railties-4.2.1/lib/rails/engine.rb:518:in `call'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/railties-4.2.1/lib/rails/application.rb:164:in `call'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/railties-4.2.1/lib/rails/engine.rb:518:in `call'
c:/Ruby200-x64/lib/ruby/gems/2.0.0/gems/railties-4.2.1/lib/rails/application.rb:164:in `call'

#17 - 2015-03-26 21:05 - Eugene B

https://github.com/marutosi/rails/commit/c53a49e0bbe615df5f51620a993c4d3d79c73370

2020-05-04
I have updated line 32 at my file 'apps\redmine\htdocs\vendor\bundle\ruby\2.0.0\gems\actionpack-4.2.0\lib\action_dispatch\middleware\static.rb

Your fix works! Thank you.

#18 - 2015-04-11 03:48 - Toshi MARUYAMA
Rails 4.2.2 will fix.
https://github.com/rails/rails/commit/4df216cb12e35c09ae5ec271755e581d692d0326#diff-6897a0b59abaa3bbc85da93757c39d9L32

#19 - 2015-04-11 03:50 - Toshi MARUYAMA
- Subject changed from Wiki page with specific word at page name causes "Internal server error" to MinGW thin and puma: non ASCII wiki page cause "Internal server error"

#20 - 2015-04-11 04:03 - Toshi MARUYAMA
- Subject changed from MinGW thin and puma: non ASCII wiki page cause "Internal server error" to MinGW thin and puma: non ASCII wiki page causes "Internal server error"

#21 - 2015-04-13 18:22 - Toshi MARUYAMA
- Duplicated by Defect #19609: Internal server error, when using Korea character (maybe 2byte character) in Wiki added

#22 - 2015-05-26 12:06 - Toshi MARUYAMA
- Duplicated by Defect #19600: can't open attcment files that have hebrow file names added

#23 - 2015-05-26 16:22 - Toshi MARUYAMA
- Duplicated by deleted (Defect #19600: can't open attcment files that have hebrow file names)

#24 - 2015-06-26 15:48 - Toshi MARUYAMA
Rails 4.2.3 fixed.

$ git tag --contains 4df216cb12e35
v4.2.3
v4.2.3.rc1

#25 - 2015-08-08 12:20 - Toshi MARUYAMA
- Duplicated by Defect #19978: The problem with Russian letter 'и' in the Wiki added

#26 - 2015-10-28 17:44 - Toshi MARUYAMA
- Resolution changed from Invalid to Wont fix

Files
windows-thin.png 76.3 KB 2015-03-26 Toshi MARUYAMA