

Redmine - Defect #20189

After upgrading to 3.0, Redmine breaks

2015-06-27 23:34 - Tim Totten

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Rails support	Estimated time:	0.00 hour
Target version:		Affected version:	3.0.3
Resolution:	Invalid		
<p><b>Description</b></p> <p>After upgrading from a 2.x version of Redmine to 3.0-stable, following the procedures on the <a href="#">RedmineUpgrade</a> page, and restarting the <i>thin</i> service, now connections to Redmine fail with a 502 Bad Gateway message, and the <i>thin</i> logfile shows:</p> <pre>!! Unexpected error while processing request: undefined method `clean_path_info' for Rack::Utils:Module</pre> <p>I am running Redmine on Debian 8, another user from the forums was using Ubuntu 14.04. Everyone who has reported this is using <i>thin</i> as the middleware.</p> <p>Here is the output of bin/about</p> <pre>Environment:   Redmine version      3.0.3.stable   Ruby version         2.1.5-p273 (2014-11-13) [x86_64-linux-gnu]   Rails version        4.2.3   Environment          production   Database adapter      Mysql2 SCM:   Subversion           1.8.10   Cvs                  1.12.13   Bazaar               2.7.0   Git                  2.1.4   Filesystem Redmine plugins:   no plugin installed</pre> <p>This was noted in the Help forums This has been noted in the forums <a href="#">Redmine 3.0.x undefined method `clean_path_info' for Rack...</a> but no resolution has been posted.</p> <p>This is a severe problem, and I hope it can be resolved without the necessity of rolling back to Redmine 2.x.</p>			

History

#1 - 2015-06-27 23:57 - Toshi MARUYAMA

- Status changed from New to Closed
- Resolution set to Invalid

Please contact thin or Debian team.  
We can do nothing.

#2 - 2015-06-28 00:02 - Tim Totten

That is not very helpful. I hate to roll back, but I guess that's what I'll have to do. I followed the procedure directly from your page. It's never had any problems before upgrading YOUR software, so blaming it on Debian or thin which weren't upgraded today, is very unprofessional.

#3 - 2015-06-28 00:12 - Toshi MARUYAMA

I don't know your thin is packaged by Debian or not.  
If it is packaged, you should contact Debian team.  
If you installed manually, you should contact thin team.

**#4 - 2015-06-28 00:14 - Tim Totten**

My question is, why would upgrading Redmine break thin? It was working perfectly this morning, then stopped when I upgraded Redmine.

I will try upgrading thin itself and see if that fixes things.

**#5 - 2015-06-28 00:17 - Toshi MARUYAMA**

Redmine is Rails app and does not depend on any Web server.

**#6 - 2015-06-28 00:28 - Tim Totten**

The problem seems to be that there are multiple versions of 'rack' installed, and it's using the wrong one. I'm going to clean out old gems and try again.

**#7 - 2015-06-28 00:33 - Tim Totten**

It did not appear to change anything. It's still complaining about clean\_path\_info being missing from *Rack::Utils* even though it's certainly there.

**#8 - 2015-06-28 00:54 - Tim Totten**

I have opened an issue with thin to see if they can suggest anything. If this gets resolved without having to roll back to an earlier version of Redmine, I will update this issue and the forum post with the changes that helped.

**#9 - 2015-06-29 18:00 - Tim Totten**

One thing about my Redmine installation, it was from source, with a lot of stuff installed via 'gem'. I had to uninstall thin and ruby-rack from the Debian repository, and install them from 'gem', now everything works fine.

**#10 - 2016-06-08 18:06 - Toshi MARUYAMA**

- Description updated