

## Redmine - Defect #23547

### Internal Error - After click button Apply Plugin CRM AGILE - 1.4.1.

2016-08-09 14:05 - Alexandre Corsi Abdalla

<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>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	
<b>Resolution:</b>	Invalid		

**Description**

Hello,

I request support to solve a problem I'm having with the CRM Plugin AGILE PRO version 1.4.1. I am not able to use, every time I do an action on any project using the boards activities, after clicking "apply" is displayed the "Internal Error".

Below the return Redmine CRM support. In addition, this attached information necessary to understand the problem.

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We investigated this problem again. It is the problem of redmine core. There are too much data in the query if you have lot of statuses. When you've used light version of agile plugin there Were less parametres added to the query. Pro version has more parametres. But the root cause of the problem is in the redmine sourse code.

You may open the ticket on <http://redmine.org/issues> and describe the situation in the same way as for us. And add que the problem Could be Reproduced with the list of issues not only with agile board. If there are too much statuses issues list crashes with 500 error too.

Regards, Irina  
[support@redminecrm.com](mailto:support@redminecrm.com)

Thank for attention about subject and return with some help to resolve the case in final

#### History

##### #1 - 2016-08-09 15:16 - Toshi MARUYAMA

- Category deleted (Plugin API)
- Affected version deleted (1.4.1)

##### #2 - 2016-08-09 15:21 - Toshi MARUYAMA

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

As described at [#23542#note-2](#), we don't support any technical support.  
If you and CRM Plugin author think Remine core should fix bug,  
try [planio way](#) .

#### Files

Image01_Redmine Plugin CRM AGILE_ERROR.jpg	56.4 KB	2016-08-09	Alexandre Corsi Abdalla
Image02_Redmine_Information.jpg	71.9 KB	2016-08-09	Alexandre Corsi Abdalla