Redmine - Defect #24898

Internal Error while create new project

2017-01-22 07:19 - athena tang

Status:	Closed		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Issues		**Estimated time:**	0.00 hour
Target version:				
Resolution:	Invalid		**Affected version:**	2.5.2

Description

while I am going to login the system , create a new project or a new user,it will give **internal error**.
the error on the page like this:
Internal error
An error occurred on the page you were trying to access.
If you continue to experience problems please contact your Redmine administrator for assistance.
If you are the Redmine administrator, check your log files for details about the error.
Back

And the log like this:
Processing by WelcomeController#index as HTML
Current user: admin (id=1)
Rendered welcome/index.html.erb within layouts/base (4.6ms)
Completed 500 Internal Server Error in 28.3ms

ActionView::Template::Error (undefined method `create' for Psych::Visitors::YAMLTree:Class):
9: <%= favicon >
10: <= stylesheet_link_tag 'jquery/jquery-ui-1.9.2', 'application', :media => 'all' >
11: <= stylesheet_link_tag 'rtl', :media => 'all' if l(:direction) == 'rtl' >
12: <= javascript_heads >
13: <= heads_for_theme >
14: <= call_hook :view_layouts_base_html_head %>
15: <!-- page specific tags -->
app/models/user.rb:310:in `pref'
app/helpers/application_helper.rb:1291:in `javascript_heads'
app/views/layouts/base.html.erb:12:in `_app_views_layouts_base_html_erb___12356389701482538882_36973120'

The environment of information:
ruby 1.9.3p550
Rails 3.2.19
redmine 2.5.2

History

#1 - 2017-01-22 07:24 - Toshi MARUYAMA

- Status changed from New to Closed

- Priority changed from Urgent to Normal

- Resolution set to Invalid

Redmine 2.5.2 is not supported.

#2 - 2017-01-23 04:20 - athena tang

- Status changed from Closed to Reopened

what is the meaning of "Redmine 2.5.2 is not supported."?
while there is a running environment which version is Redmine 2.5.2 ,please refer to the attachement
or is the reason that the version of ruby is different?

#3 - 2017-01-23 04:23 - athena tang

the attachement can not be uploaded◻the infomation like this:
Environment:
Redmine version   2.5.2.stable
Ruby version   1.8.7-p352 (2011-06-30) [x86_64-linux]
Rails version   3.2.19
Environment   production
Database adapter   Mysql2
SCM:
Subversion   1.6.11
Git   1.7.1
Filesystem
Redmine plugins:
clipboard_image_paste   1.8
redmine_issue_checklist   2.0.5
redmine_issue_templates   0.0.9
redmine_knowledgebase   3.0.4
redmine_questions   0.0.5
redmine_testlinklink   1.0.0

#4 - 2017-01-23 09:13 - athena tang

Toshi MARUYAMA wrote:

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Environment production
Database adapter Mysql2
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clipboard_image_paste 1.8
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redmine_questions 0.0.5
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#5 - 2017-01-23 13:29 - Toshi MARUYAMA

- Status changed from Reopened to Closed

athena tang wrote:

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>
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>
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