Redmine - Defect #27753

Couldn't add watcher to an existing issue

2017-12-07 11:27 - David Setiawan

Status:	Closed		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:			**Estimated time:**	0.00 hour
Target version:				
Resolution:	Invalid		**Affected version:**	3.4.3

Description

Hi all,

I need some help on why i couldn't add a watcher to an existing issue.
Below are the log from upon the error happen:

```
I, [2017-12-07T18:05:09.968115 #25008]  INFO -- : Started GET "/watchers/new.html?object_id=9945&o
bject_type=issue" for 115.135.56.205 at 2017-12-07 18:05:09 +0800
I, [2017-12-07T18:05:09.969757 #25008]  INFO -- : Processing by WatchersController#new as HTML
I, [2017-12-07T18:05:09.969866 #25008]  INFO -- :   Parameters: {"object_id"=>"9945", "object_type
"=>"issue"}
I, [2017-12-07T18:05:10.010421 #25008]  INFO -- :   Current user: xxx (id=xxx)
W, [2017-12-07T18:05:10.025527 #25008]  WARN -- : Missing template, responding with 404
I, [2017-12-07T18:05:10.026238 #25008]  INFO -- :   Rendered common/error.html.erb (0.1ms)
I, [2017-12-07T18:05:10.026427 #25008]  INFO -- : Completed 404 Not Found in 56ms (Views: 0.5ms |
ActiveRecord: 39.0ms)
```

Below is my redmine details:

```
Environment:
  Redmine version                3.4.3.stable
  Ruby version                   2.1.5-p273 (2014-11-13) [x86_64-linux-gnu]
  Rails version                  4.2.8
  Environment                    production
  Database adapter               Mysql2
SCM:
  Mercurial                      3.1.2
  Filesystem
Redmine plugins:
  no plugin installed
```

History

#1 - 2017-12-07 11:57 - Toshi MARUYAMA

- Status changed from New to Closed

- Resolution set to Invalid

It is your web server setting problem.

```
Started GET "/test-3.4-stable/watchers/new?object_id=68&object_type=issue" for 127.0.0.1 at 2017-12-07 19:55:2
8 +0900
Processing by WatchersController#new as JS
  Parameters: {"object_id"=>"68", "object_type"=>"issue"}
  Current user: admin (id=1)
  Rendered watchers/_new.html.erb (1.6ms)
  Rendered watchers/new.js.erb (3.7ms)
Completed 200 OK in 260ms (Views: 9.7ms | ActiveRecord: 227.9ms)
```

#2 - 2017-12-07 12:02 - David Setiawan

- Status changed from Closed to Reopened

Sorry but i just dont get it.
I think from this line below, the issue is in Redmine? Webserver only try to proxy anything presented by Redmine. I don't think there is any template for the redmine available in the webserver. FYI i'm using apache 2.4 if that helps.

```
W, [2017-12-07T18:05:10.025527 #25008]  WARN -- : Missing template, responding with 404
```

#3 - 2017-12-07 13:05 - Toshi MARUYAMA

- Status changed from Reopened to Closed

Your log says "GET "/watchers/new.html".
It should be "GET "/watchers/new".

#4 - 2017-12-08 11:04 - David Setiawan

- Status changed from Closed to Reopened

I'm not sure if the problem lies in the webserver.

Below are the snapshot of my apache access log upon trying to add watchers

```
115.135.56.205 - - [08/Dec/2017:17:56:00 +0800] "GET /watchers/new?object_id=9945&object_type=issue HTTP/1.1"
404 172 "https://url/issues/9945" "Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like G
ecko) Chrome/62.0.3202.94 Safari/537.36" (62ms)
```

Below are the snapshot of my chrome's developer console upon trying to add watchers

```
Accept:*/*;q=0.5, text/javascript, application/javascript, application/ecmascript, application/x-ecmascript
Accept-Encoding:gzip, deflate, br
Accept-Language:en-US,en;q=0.9
Cache-Control:no-cache
Connection:keep-alive
Cookie:_xxxxxx
Host:xxxxx
Pragma:no-cache
Referer:xxxxxx
User-Agent:Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/62.0.3202.9
4 Safari/537.36
X-CSRF-Token:xxxxx
X-Requested-With:XMLHttpRequest
```

As you can see in both log request above, it is trying to request for a javascript file, which is true in this case.

But not sure how, not sure why, it becomes like below when the request reach redmine. It appends .html in the GET section, and of course since it doesnt exist, i got an error.

```
I, [2017-12-08T17:57:04.792873 #27950]  INFO -- : Started GET "/watchers/new.html?object_id=9945&object_type=i
ssue" for 115.135.56.205 at 2017-12-08 17:57:04 +0800
I, [2017-12-08T17:57:04.794175 #27950]  INFO -- : Processing by WatchersController#new as HTML
I, [2017-12-08T17:57:04.794282 #27950]  INFO -- :   Parameters: {"object_id"=>"9945", "object_type"=>"issue"}
I, [2017-12-08T17:57:04.827637 #27950]  INFO -- :   Current user: xxxx (id=383)
W, [2017-12-08T17:57:04.841389 #27950]  WARN -- : Missing template, responding with 404
I, [2017-12-08T17:57:04.842002 #27950]  INFO -- :   Rendered common/error.html.erb (0.1ms)
I, [2017-12-08T17:57:04.842177 #27950]  INFO -- : Completed 404 Not Found in 48ms (Views: 0.4ms | ActiveRecord
: 32.4ms)
```

#5 - 2017-12-08 11:26 - Toshi MARUYAMA

- Status changed from Reopened to Closed

David Setiawan wrote:

> I'm not sure if the problem lies in the webserver.

Try with webrick.