

## Redmine - Defect #30438

### Internal error after replying isuess

2019-01-15 16:40 - Konrad Gorczyca

<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		
<b>Description</b>			
Hello,			
When someone tries to answer in a project, he receives a 500 error like file in attachment.			
Logs from redmine/log/production.log			
<pre>Started GET "/" for 185.28.17.74 at Tue Jan 15 15:24:51 +0000 2019 Processing by WelcomeController#index as HTML   Current user: j.onak (id=177)   Rendered welcome/index.html.erb within layouts/base (17.6ms) Completed 200 OK in 5021ms (Views: 4988.7ms   ActiveRecord: 1.7ms) Started GET "/projects/test_projekt3" for 185.28.17.74 at Tue Jan 15 15:25:00 +0000 2019 Processing by ProjectsController#show as HTML   Parameters: {"id"=&gt;"test_projekt3"}   Current user: j.onak (id=177)   Rendered projects/_members_box.html.erb (1.0ms)   Rendered projects/show.html.erb within layouts/base (11.5ms) Completed 200 OK in 1329ms (Views: 40.2ms   ActiveRecord: 1238.3ms) Started GET "/projects/test_projekt3/issues/new" for 185.28.17.74 at Tue Jan 15 15:25:08 +0000 2019 Processing by IssuesController#new as HTML   Parameters: {"project_id"=&gt;"test_projekt3"}   Current user: j.onak (id=177)   Rendered issues/_form_custom_fields.html.erb (17.6ms)   Rendered issues/_attributes.html.erb (49.7ms)   Rendered plugins/redmine_mentions/app/views/hooks/redmine_mentions/_edit_mentionable.html.erb (23.0ms)   Rendered issues/_form.html.erb (105.3ms)   Rendered attachments/_form.html.erb (4.2ms)   Rendered issues/new.html.erb within layouts/base (116.2ms) Completed 200 OK in 357ms (Views: 304.8ms   ActiveRecord: 4.3ms) Started POST "/projects/test_projekt3/issues" for 185.28.17.74 at Tue Jan 15 15:25:14 +0000 2019 Processing by IssuesController#create as HTML   Parameters: {"commit"=&gt;"StwÃ³rz", "utf8"=&gt;"âœ“", "issue"=&gt;{"is_private"=&gt;"0", "subject"=&gt;"15", "status_id"=&gt;"1", "estimated_hours"=&gt;"", "description"=&gt;"15", "tracker_id"=&gt;"1", "assigned_to_id"=&gt;"", "done_ratio"=&gt;"0", "priority_id"=&gt;"2", "start_date"=&gt;"2019-01-15", "custom_field_values"=&gt;{"2"=&gt;"", "4"=&gt;"0", "5"=&gt;"", "parent_issue_id"=&gt;"", "due_date"=&gt;"", "authenticity_token"=&gt;"f9ifvpiJsNXNx1PEjPYVnrCee6li5DDzmx7ywobbric=", "project_id"=&gt;"test_projekt3"}   Current user: j.onak (id=177)   Rendered mailer/_issue.text.erb (1.2ms)   Rendered mailer/issue_add.text.erb within layouts/mailer (2.6ms)   Rendered mailer/_issue.html.erb (262.1ms)   Rendered mailer/issue_add.html.erb within layouts/mailer (263.2ms) Completed 500 Internal Server Error in 21130ms  Ruby -ver = ruby 1.8.7</pre>			
How can i fix it ?			

## History

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### #1 - 2019-01-15 21:21 - Marius BĂLTEANU

- Status changed from New to Needs feedback
- Assignee set to Konrad Gorczyca

Ruby 1.8.7 is not supported in the recent Redmine versions. Please post more details about your instance (see [Submissions](#)).

### #2 - 2019-02-03 16:01 - Marius BĂLTEANU

- Status changed from Needs feedback to Closed
- Assignee deleted (Konrad Gorczyca)
- Resolution set to Invalid

Please reopen if you experience the same issue on the latest Redmine versions.

## Files

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redmine.png	18.7 KB	2019-01-15	Konrad Gorczyca
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