

Redmine - Defect #30851

Redmine 4.0.1 Internal error 500 on accessing the settings page

2019-02-20 19:43 - net ops

Status:	Reopened	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Administration	Estimated time:	0.00 hour
Target version:		Affected version:	4.0.1
Resolution:	Invalid		

Description

Hi,

I've setup a brand new redmine 4.0.1 platform and everything's running fine but the "Settings" sub menu from "Administration" menu. When I click on it, I've got an internal error (redmine error 500)

When I go back to my previous version redmine 3.4.5, I can access the Settings page, no problem.

Here is my configuration :

Centos 7 operating system

```
[redmine-4.0.1]# bundler -v
```

The dependency tzinfo-data (>= 0) will be unused by any of the platforms Bundler is installing for. Bundler is installing for ruby but the dependency is only for x86-mingw32, x64-mingw32, x86-mswin32. To add those platforms to the bundle, run `bundle lock

```
--add-platform x86-mingw32 x64-mingw32 x86-mswin32`.
```

Bundler version 2.0.1

```
[redmine-4.0.1]# passenger -v
```

Phusion Passenger 6.0.1

```
[redmine-4.0.1]# ruby -v
```

ruby 2.6.1p33 (2019-01-30 revision 66950) [x86_64-linux]

```
[redmine-4.0.1]# rails -v
```

Rails 5.2.2

Here's my database.yml

Using separate mysql server for redmine database:

```
production:
```

```
  adapter: mysql2
```

```
  database: redmine
```

```
  host: localhost
```

```
  username: redmine
```

```
  password: "redmine"
```

```
  encoding: utf8
```

This is error on the browsers:

```
| 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.

This is the exact error each time I click on Administration, Settings page in the production.log

```
Started GET "/settings" for 10.11.0.254 at 2019-02-20 12:26:56 -0600
Processing by SettingsController#index as HTML
  Current user: aqureshi (id=79)
  Rendering settings/edit.html.erb within layouts/admin
  Rendered settings/_general.html.erb (117.3ms)
  Rendered settings/_display.html.erb (1691.3ms)
  Rendered common/_tabs.html.erb (1820.0ms)
  Rendered settings/edit.html.erb within layouts/admin (1820.8ms)
Completed 500 Internal Server Error in 1884ms (ActiveRecord: 39.0ms)
```

```
*ActionView::Template::Error (Invalid argument @ apply2files -
/web/servers/redmine-4.0.1/tmp/cache*/i18n%2Flanguages_options%2F4.0.1.stable20190220-19164-oswowk):
 3: <div class="box tabular settings">
 4: <p><%= setting_select :ui_theme, Redmine::Themes.themes.collect {|t| [t.name, t.id]}, :blank => :label_default, :label =>
:label_theme %></p>
 5:
 6: <p><%= setting_select :default_language, lang_options_for_select(false) %></p>
 7:
 8: <p><%= setting_check_box :force_default_language_for_anonymous %></p>
 9:
```

```
lib/redmine/i18n.rb:125:in `languages_options'
app/helpers/application_helper.rb:1232:in `lang_options_for_select'
app/views/settings/_display.html.erb:6:in `block in
_app_views_settings__display_html_erb__340993510091443663_70326203883240'
app/views/settings/_display.html.erb:1:in
`_app_views_settings__display_html_erb__340993510091443663_70326203883240'
app/views/common/_tabs.html.erb:17:in `block in
_app_views_common__tabs_html_erb__2649452778657733169_70326203643820'
app/views/common/_tabs.html.erb:16:in `each'
app/views/common/_tabs.html.erb:16:in `_app_views_common__tabs_html_erb__2649452778657733169_70326203643820'
app/helpers/application_helper.rb:386:in `render_tabs'
app/views/settings/edit.html.erb:5:in `_app_views_settings_edit_html_erb__3986788488367518628_70326203621180'
app/controllers/settings_controller.rb:31:in `index'
lib/redmine/sudo_mode.rb:63:in `sudo_mode'
```

I have also started the webrick server:

```
[redmine-4.0.1]# bundle exec rails server webrick -e production
```

When I click on Settings, I get this in the webrick server console:

```
http://redmine-test.trondent.net:3000/stylesheets/application.css -> /images/true.png
10.11.0.254 - - [20/Feb/2019:12:41:16 CST] "GET /settings HTTP/1.1" 500 648
```



```
[redmine_test]> DELETE from users WHERE id=97;  
Query OK, 1 row affected (0.04 sec)
```

#2 - 2019-02-20 21:44 - net ops

I have these 2 plugins installed but I even tried without installing the plugins from fresh install, still cannot access Settings page period. Get Internal Error message.

```
git clone https://github.com/arkhitech/redmine\_timesheet\_plugin.git redmine_timesheet_plugin
```

```
git clone https://github.com/collectiveidea/action\_mailer\_optional\_tls.git action_mailer_optional_tls
```

#3 - 2019-02-21 03:37 - Go MAEDA

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

Could you try the following command?

```
bundle exec rake tmp:clear
```

Please use forums for questions. Reading [How to request help](#) may be helpful for you.

#4 - 2019-02-21 16:31 - net ops

- Status changed from Closed to Reopened

I did tried that command as well that did not help either, I forgot to list it.

Is this a defect or configuration or setup issue?

Thanks for your time.

#5 - 2019-02-21 16:34 - net ops

Neve mind, I will post it in Forums.

Thanks again.

#6 - 2019-02-27 10:10 - Holger Just

- Description updated

#7 - 2019-06-25 23:52 - net ops

- File redmine.jpg added

I still have same issue with internal server error 500 when accessing the settings

it has to do with these files under this path: /web/servers/redmine-4.0.4/app/views/settings/edit.html.erb

if I remove the two line, then I see blank Settings page with no Internal server error

see screen shot attached:

```
[root@redmine-04 settings]# more edit.html.erb_ORIG
```

```
<h2><%= l(:label_settings) %></h2>
```

```
>
```

```
[root@redmine-04 settings]# more edit.html.erb
```

```
<h2><= l(:label_settings) %></h2>
```

```
[root@redmine-04 settings]# pwd
```

```
/web/servers/redmine-4.0.4/app/views/settings
```

```
[root@redmine-04 settings]#
```

This is production.log below:

Processing by SettingsController#index as HTML

Current user: aqureshi (id=79)

Rendering settings/edit.html.erb within layouts/admin

Rendered settings/_general.html.erb (37.6ms)

Rendered settings/_display.html.erb (42.0ms)

Rendered settings/_authentication.html.erb (68.7ms)

Rendered settings/_api.html.erb (7.4ms)

Rendered settings/_projects.html.erb (57.9ms)

Rendered settings/_users.html.erb (476.1ms)

Rendered settings/_issues.html.erb (98.7ms)

Rendered common/_tabs.html.erb (1139.6ms)

Rendered settings/edit.html.erb within layouts/admin (1144.2ms)

Completed 500 Internal Server Error in 1203ms (ActiveRecord: 83.8ms)

ActionView::Template::Error (undefined method `close_duplicate_issues' for #<Class:0x00000000491deb8>):

7:

8: <p><%= setting_select :cross_project_subtasks, cross_project_subtasks_options ></p>

9:

10: <p><= setting_check_box :close_duplicate_issues ></p>

11:

12: <p><= setting_check_box :issue_group_assignment %></p>

13:

app/helpers/settings_helper.rb:51:in `setting_value'

app/helpers/settings_helper.rb:98:in `setting_check_box'

app/views/settings/_issues.html.erb:10:in `block in app_views_settings_issues_html_erb___1767202756477160075_70265069608480'

app/views/settings/_issues.html.erb:1:in `_app_views_settings_issues_html_erb___1767202756477160075_70265069608480'

```

app/views/common/_tabs.html.erb:17:in `block in app_views_common_tabs_html_erb__33151668821407475_70265068915160'
app/views/common/_tabs.html.erb:16:in `each'
app/views/common/_tabs.html.erb:16:in `_app_views_common__tabs_html_erb__33151668821407475_70265068915160'
app/helpers/application_helper.rb:386:in `render_tabs'
app/views/settings/edit.html.erb:3:in `_app_views_settings_edit_html_erb___487560671902126446_70265068908560'
app/controllers/settings_controller.rb:31:in `index'
lib/redmine/sudo_mode.rb:63:in `sudo_mode'
Creating scope :sorted. Overwriting existing method User.sorted.
Creating scope :sorted. Overwriting existing method Group.sorted.
Creating scope :system. Overwriting existing method Enumeration.system.
Creating scope :sorted. Overwriting existing method User.sorted.
Creating scope :sorted. Overwriting existing method Group.sorted.
Creating scope :system. Overwriting existing method Enumeration.system.
Started GET "/admin/info" for 10.11.0.254 at 2019-06-25 16:45:49 -0500
Processing by AdminController#info as HTML
  Current user: aqureshi (id=79)
  Rendering admin/info.html.erb within layouts/admin
  Rendered admin/info.html.erb within layouts/admin (16.2ms)
  Rendered admin/_menu.html.erb (9.9ms)
  Rendering layouts/base.html.erb
  Rendered layouts/base.html.erb (175.4ms)
Completed 200 OK in 470ms (Views: 193.4ms | ActiveRecord: 63.2ms)
Started GET "/timesheet/index" for 10.11.0.254 at 2019-06-25 16:45:55 -0500
Processing by TimesheetController#index as HTML
  Current user: aqureshi (id=79)
  Rendering plugins/redmine_timesheet_plugin/app/views/timesheet/index.html.erb within layouts/base
  Rendered plugins/redmine_timesheet_plugin/app/views/timesheet/_form.html.erb (835.3ms)
  Rendered plugins/redmine_timesheet_plugin/app/views/timesheet/index.html.erb within layouts/base (866.4ms)
Completed 200 OK in 1185ms (Views: 905.5ms | ActiveRecord: 89.2ms)
Started GET "/admin" for 10.11.0.254 at 2019-06-25 16:45:57 -0500
Processing by AdminController#index as HTML
  Current user: aqureshi (id=79)
  Rendering admin/index.html.erb within layouts/admin
  Rendered admin/_menu.html.erb (5.6ms)
  Rendered admin/index.html.erb within layouts/admin (7.0ms)
  Rendering layouts/base.html.erb
  Rendered layouts/base.html.erb (121.4ms)
Completed 200 OK in 161ms (Views: 122.7ms | ActiveRecord: 25.1ms)
Started GET "/settings" for 10.11.0.254 at 2019-06-25 16:46:00 -0500
Processing by SettingsController#index as HTML
  Current user: aqureshi (id=79)
  Rendering settings/edit.html.erb within layouts/admin
  Rendered settings/edit.html.erb within layouts/admin (1.0ms)
  Rendered admin/_menu.html.erb (5.6ms)
  Rendering layouts/base.html.erb
  Rendered layouts/base.html.erb (154.0ms)
Completed 200 OK in 216ms (Views: 191.7ms | ActiveRecord: 11.8ms)

```

Files

File Name	Size	Created	Category
redmine.jpg	53 KB	2019-06-25	net ops