Redmine - Defect #30851

Redmine 4.0.1 Internnal 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:				
Resolution:	Invalid		**Affected version:**	4.0.1

Description

Hi,

I've setup a brand new redmine 4.0.1 plateform 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 seperate 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/cach
e*/.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]}, :blan
k => :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__3409935
10091443663_70326203883240'
app/views/settings/_display.html.erb:1:in `_app_views_settings__display_html_erb__3409935100914436
63_70326203883240'
app/views/common/_tabs.html.erb:17:in `block in _app_views_common__tabs_html_erb__2649452778657733
169_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_70326
203643820'
app/helpers/application_helper.rb:386:in `render_tabs'
app/views/settings/edit.html.erb:5:in `_app_views_settings_edit_html_erb__3986788488367518628_7032
6203621180'
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 conosle:

```
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
http://redmine-test.trondent.net:3000/admin/info -> /settings
```

Please advise?

Thank you so much for your time in advance..

History

#1 - 2019-02-20 20:13 - net ops

In looking around google search to troubleshoot this issue:

1. I have added 777 permission to redmine folder on my Centos 7 server:

2. I even added this in my mysql server,

```
mysqlqa-01 etc]# vim /etc/my.cnf

character-set-server=utf8
skip-character-set-client-handshake
```

3. Also I deleted the following groups from the users table: GroupNonMember and GroupAnonymous

```
[redmine_test]> SELECT * from users WHERE id=96;
+----+-------+-----------------+-----------+-----------------+-------+--------+--------------+----------+----
------------+--------------------+--------------------+--------------+--------------+-----------------+-
```

```
-----+--------------------+--------------------+
| id | login | hashed_password | firstname | lastname        | admin | status | last_login_on | language | aut
h_source_id | created_on          | updated_on          | type            | identity_url | mail_notification |
salt | must_change_passwd | passwd_changed_on |
+----+-------+-----------------+-----------+-----------------+-------+--------+---------------+----------+----
------------+--------------------+--------------------+-----------------+--------------+-------------------+-
-----+--------------------+-------------------+
| 96 |       |                 |           | Anonymous users |     0 |      1 | NULL          |          |
     NULL | 2015-08-27 20:52:28 | 2015-08-27 20:52:28 | GroupAnonymous  | NULL         |                   |
NULL |                  0 | NULL              |
+----+-------+-----------------+-----------+-----------------+-------+--------+---------------+----------+----
------------+--------------------+--------------------+-----------------+--------------+-------------------+-
-----+--------------------+-------------------+
1 row in set (0.00 sec)

[redmine_test]> SELECT * from users WHERE id=97;
+----+-------+-----------------+-----------+-----------------+-------+--------+---------------+----------+---
-------------+--------------------+--------------------+-----------------+--------------+-------------------+
------+--------------------+-------------------+
| id | login | hashed_password | firstname | lastname        | admin | status | last_login_on | language | au
th_source_id | created_on          | updated_on          | type            | identity_url | mail_notification |
 salt | must_change_passwd | passwd_changed_on |
+----+-------+-----------------+-----------+-----------------+-------+--------+---------------+----------+---
-------------+--------------------+--------------------+-----------------+--------------+-------------------+
------+--------------------+-------------------+
| 97 |       |                 |           | Non member users |     0 |      1 | NULL          |          |
     NULL | 2015-08-27 20:52:28 | 2015-08-27 20:52:28 | GroupNonMember  | NULL         |                   |
 NULL |                  0 | NULL              |
+----+-------+-----------------+-----------+-----------------+-------+--------+---------------+----------+---
-------------+--------------------+--------------------+-----------------+--------------+-------------------+
------+--------------------+-------------------+
1 row in set (0.01 sec)

[redmine_test]> DELETE from users WHERE id=96;
Query OK, 1 row affected (0.25 sec)

[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

Nevemind, 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>

<%= render_settings_error @setting_errors %>

<%= render_tabs administration_settings_tabs %>

<% html_title(l(:label_settings), l(:label_administration)) ->
[root@redmine-04 settings]# more edit.html.erb
<h2><= l(:label_settings) %></h2>

<% html_title(l(:label_settings), l(:label_administration)) -%>
[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:0x000000000491deb8>):
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___4875560671902126446_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

| redmine.jpg | 53 KB | 2019-06-25 | net ops |