Better error message when no API format is recognised

At Planio sometimes see users trying to make API requests using the HTTP Accept: application/json header but forgetting to add .json at the end of the path. This currently leads to a raise with a 500 Internal Server Error.

We propose the following patch to correctly return a 406 Not Acceptable (this is the same HTTP status Rails uses when the passed Accept HTTP header can not be served), log the error instead of raise-ing, and returning a helpful message in the HTTP response.

```diff
diff --git a/lib/redmine/views/builders.rb b/lib/redmine/views/builders.rb
index 653c1bd6b..3c977df67 100644
--- a/lib/redmine/views/builders.rb
+++ b/lib/redmine/views/builders.rb
@@ -30,7 +30,9 @@
 when 'xml', :xml then Builders::Xml.new(request, response)
 when 'json', :json then Builders::Json.new(request, response)
 else
-   raise "No builder for format #{format}"
+   Rails.logger.error "No builder for format #{format.inspect}"
+   response.status = 406
+   return "We couldn't handle your request, sorry. If you were trying to access the API, make sure to append .json or .xml to your request URL.\n"
   end
   if block_given?
     yield(builder)
```

Thank you for pointing this out, I was not aware this had already been worked on, I am sorry for overlooking it.
I don't see a reason why not to provide a JSON response if "Accept: application/json" header is present.

Providing a JSON or XML response when the Accept header is set would also be coherent with the way Rails handles requests I think. This would be my preferred solution, but I am unsure whether not accepting the Accept header in Redmine::Builders was a conscious decision or not.

I agree, that the application shouldn't raise 500, 406 is definitely more appropriate.

This would indeed be the smallest possible change that would avoid raising an error in the logs/in the application and improving the HTTP response for users.

#3 - 2021-02-21 06:02 - Go MAEDA
- Category set to REST API

#4 - 2021-03-01 08:13 - Go MAEDA
- Target version set to Candidate for next major release