

Redmine - Defect #40143

Cant reach issues under Project "404 The page you were trying to access doesn't exist or has been removed."

2024-01-29 11:04 - Pavan Pulaparthi

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Activity view	Estimated time:	0.00 hour
Target version:		Affected version:	5.0.4
Resolution:	Invalid		
Description			
<p>Hei guys,</p> <p>I am seeking help for an issue appeared out of blue a few days ago.</p> <p>I am mentioning two issues im currently facing with redmine server.</p> <p>I have limited experience so, please pardon me if you find someting silly.</p> <p>The "issues tab" under "Projects" is giving "404 The page you were trying to access doesn't exist or has been removed." But i can access issues from "Activity" from Home page.</p> <p>Here is the production log</p> <p>I, [2024-01-27T13:24:03.066643 #59998] INFO -- : [2db514bc-e944-479e-983c-2f7e4ee266a2] Processing by AccountController#login as HTML</p> <p>I, [2024-01-27T13:24:03.066701 #59998] INFO -- : [2db514bc-e944-479e-983c-2f7e4ee266a2] Parameters: {"back_url"=>"https://srvr-rdmn.sensom.net/"}</p> <p>I, [2024-01-27T13:24:03.068257 #59998] INFO -- : [2db514bc-e944-479e-983c-2f7e4ee266a2] Current user: anonymous</p> <p>I, [2024-01-27T13:24:03.070629 #59998] INFO -- : [2db514bc-e944-479e-983c-2f7e4ee266a2] Rendered account/login.html.erb within layouts/base (Duration: 1.7ms Allocations: 677)</p> <p>I, [2024-01-27T13:24:03.077981 #59998] INFO -- : [2db514bc-e944-479e-983c-2f7e4ee266a2] Rendered layout layouts/base.html.erb (Duration: 9.0ms Allocations: 4644)</p> <p>I, [2024-01-27T13:24:03.078353 #59998] INFO -- : [2db514bc-e944-479e-983c-2f7e4ee266a2] Completed 200 OK in 11ms (Views: 9.1ms ActiveRecord: 0.9ms Allocations: 5409)</p> <p>I, [2024-01-27T13:24:03.237581 #59998] INFO -- : [714436f6-382c-4d16-be3c-5da7d8aa2f66] Started GET "/issues" for 10.23.240.53 at 2024-01-27 13:24:03 +0100</p> <p>I, [2024-01-27T13:24:03.238327 #59998] INFO -- : [714436f6-382c-4d16-be3c-5da7d8aa2f66] Processing by IssuesController#index as HTML</p> <p>I, [2024-01-27T13:24:03.242321 #59998] INFO -- : [714436f6-382c-4d16-be3c-5da7d8aa2f66] Current user: redsoul (id=18)</p> <p>I, [2024-01-27T13:24:03.247670 #59998] INFO -- : [714436f6-382c-4d16-be3c-5da7d8aa2f66] Rendered common/error.html.erb within layouts/base (Duration: 0.1ms Allocations: 55)</p> <p>I, [2024-01-27T13:24:03.272096 #59998] INFO -- : [714436f6-382c-4d16-be3c-5da7d8aa2f66] Rendered layout layouts/base.html.erb (Duration: 24.6ms Allocations: 12674)</p> <p>I, [2024-01-27T13:24:03.272309 #59998] INFO -- : [714436f6-382c-4d16-be3c-5da7d8aa2f66] Completed 404 Not Found in 34ms (Views: 22.3ms ActiveRecord: 5.1ms Allocations: 15045)</p> <p>The server was updated 6 monts ago and working fine with Plugins except for one plugin i.e. Redmine UP Agile Plugin which is giving "500 Internal Server Error". We currently not using this plugin but its one of our most wanted Plugin.</p> <p>But i tried available solutions in Internet except migrating the DB Dump to new server then the "404 Error appeared"</p> <p>I, [2023-09-29T14:10:40.708375 #1174] INFO -- : [f5c2955c-fae6-4efb-8e4f-a54e5de01c3b] Started GET "/projects/visorkot/issues" for 10.23.9.29 at 2023-09-29 14:10:40 +0200</p> <p>I, [2023-09-29T14:10:40.709674 #1174] INFO -- : [f5c2955c-fae6-4efb-8e4f-a54e5de01c3b] Processing by IssuesController#index as HTML</p> <p>I, [2023-09-29T14:10:40.709733 #1174] INFO -- : [f5c2955c-fae6-4efb-8e4f-a54e5de01c3b] Parameters: {"project_id"=>"visorkot"}</p> <p>I, [2023-09-29T14:10:40.719703 #1174] INFO -- : [f5c2955c-fae6-4efb-8e4f-a54e5de01c3b] Current user: redsoul (id=158)</p> <p>I, [2023-09-29T14:10:40.752393 #1174] INFO -- : [f5c2955c-fae6-4efb-8e4f-a54e5de01c3b] Completed 500 Internal Server Error in 43ms (ActiveRecord: 12.2ms Allocations: 11536)</p> <p>F, [2023-09-29T14:10:40.752984 #1174] FATAL -- : [f5c2955c-fae6-4efb-8e4f-a54e5de01c3b] [f5c2955c-fae6-4efb-8e4f-a54e5de01c3b] Psych::DisallowedClass (Tried to load unspecified class: ActionController::Parameters): [f5c2955c-fae6-4efb-8e4f-a54e5de01c3b] [f5c2955c-fae6-4efb-8e4f-a54e5de01c3b] app/models/setting.rb:111:in `value' [f5c2955c-fae6-4efb-8e4f-a54e5de01c3b] app/models/setting.rb:125:in `[]'</p>			

```
[f5c2955c-fae6-4efb-8e4f-a54e5de01c3b] app/models/setting.rb:320:in `plugin_redmine_agile'
[f5c2955c-fae6-4efb-8e4f-a54e5de01c3b] plugins/redmine_agile/lib/redmine_agile.rb:71:in `color_base'
[f5c2955c-fae6-4efb-8e4f-a54e5de01c3b] plugins/redmine_agile/lib/redmine_agile/patches/issue_query_patch.rb:28:in
`issues_with_agile'
[f5c2955c-fae6-4efb-8e4f-a54e5de01c3b] app/controllers/issues_controller.rb:55:in `block (2 levels) in index'
[f5c2955c-fae6-4efb-8e4f-a54e5de01c3b] app/controllers/issues_controller.rb:51:in `index'
[f5c2955c-fae6-4efb-8e4f-a54e5de01c3b] lib/redmine/sudo_mode.rb:61:in `sudo_mode'
```

Here is the

Information

Redmine 5.0.4.stable

Default administrator account changed

Attachments directory writable

Plugin assets directory writable (./public/plugin_assets)

All database migrations have been run

MiniMagick available (optional)

ImageMagick convert available (optional)

ImageMagick PDF support available (optional)

System info: Linux SRVR-GO-RDMN 6.1.0-15-amd64 [#1](#) SMP PREEMPT_DYNAMIC Debian 6.1.66-1 (2023-12-09) x86_64

GNU/Linux

Uptime: 3 days

Redmine Plugin Kit: 1.0.4

Environment:

Redmine version 5.0.4.stable

Ruby version 3.1.2-p20 (2022-04-12) [x86_64-linux-gnu]

Rails version 6.1.7.4

Environment production

Database adapter Mysql2

Mailer queue ActiveJob::QueueAdapters::AsyncAdapter

Mailer delivery smtp

Redmine settings:

Redmine theme Default

SCM:

Subversion 1.14.2

Git 2.39.2

Filesystem

Redmine plugins:

additional_tags 1.0.7

additional 3.0.8

redmine_drawio 1.4.4

redmine_x_assets 2.1.6

redmine_x_gantt 2.1.5

redmine_x_issue_list 1.0.8

redmine_x_project_templates 1.1.2

redmine_x_resources 2.1.8

redmine_x_statistics 1.1.4

Please help to trouble shooting by sharing your suggestions.

Thanks in advance :D

History

#1 - 2024-01-29 11:48 - Holger Just

- Status changed from New to Closed

- Resolution set to Invalid

This issue appears to be caused by a plugin, not Redmine itself. Please contact the plugin developer(s) for support.

#2 - 2024-01-31 03:07 - Pavan Pulaparthi

- File red.png added

Hi Holger Just,

Thanks but All Plugins were Uninstalled but still the 404 issue persists.
Here is the log:


```
I, [2024-01-31T02:55:30.738198 #224185] INFO -- : [704eb609-11ad-4062-99d9-6813844a600e] Started GET "/activity" for 10.23.240.53 at 2024-01-31 02:55:30 +0100
I, [2024-01-31T02:55:30.739063 #224185] INFO -- : [704eb609-11ad-4062-99d9-6813844a600e] Processing by ActivitiesController#index as HTML
I, [2024-01-31T02:55:30.743581 #224185] INFO -- : [704eb609-11ad-4062-99d9-6813844a600e] Current user: redsoul (id=158)
I, [2024-01-31T02:55:35.547289 #224185] INFO -- : [704eb609-11ad-4062-99d9-6813844a600e] Rendered activities/index.html.erb within layouts/base (Duration: 4478.1ms | Allocations: 1413896)
I, [2024-01-31T02:55:35.566080 #224185] INFO -- : [704eb609-11ad-4062-99d9-6813844a600e] Rendered layout layouts/base.html.erb (Duration: 4497.0ms | Allocations: 1422227)
I, [2024-01-31T02:55:35.566363 #224185] INFO -- : [704eb609-11ad-4062-99d9-6813844a600e] Completed 200 OK in 4827ms (Views: 3863.5ms | ActiveRecord: 719.4ms | Allocations: 1525415)
I, [2024-01-31T02:55:37.472953 #224185] INFO -- : [6f2e0ac2-644b-4c8a-b384-27adf6f653b4] Started GET "/issues" for 10.23.240.53 at 2024-01-31 02:55:37 +0100
I, [2024-01-31T02:55:37.473770 #224185] INFO -- : [6f2e0ac2-644b-4c8a-b384-27adf6f653b4] Processing by IssuesController#index as HTML
I, [2024-01-31T02:55:37.478420 #224185] INFO -- : [6f2e0ac2-644b-4c8a-b384-27adf6f653b4] Current user: redsoul (id=158)
I, [2024-01-31T02:55:37.483654 #224185] INFO -- : [6f2e0ac2-644b-4c8a-b384-27adf6f653b4] Rendered common/error.html.erb within layouts/base (Duration: 0.1ms | Allocations: 27)
I, [2024-01-31T02:55:37.505279 #224185] INFO -- : [6f2e0ac2-644b-4c8a-b384-27adf6f653b4] Rendered layout layouts/base.html.erb (Duration: 21.8ms | Allocations: 8488)
I, [2024-01-31T02:55:37.505594 #224185] INFO -- : [6f2e0ac2-644b-4c8a-b384-27adf6f653b4] Completed 404 Not Found in 32ms (Views: 19.4ms | ActiveRecord: 5.0ms | Allocations: 10726)
```

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Redmine

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404

 The page you were trying to access doesn't exist or has been removed.

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Could you please help me to trouble shoot the issue!
Thqanks

#3 - 2024-01-31 06:19 - Go MAEDA

How about temporarily changing the Redmine code to the following? A detailed message of the exception that might have caused the 404 error will be logged in production.log. It will help you investigate the cause.

```
diff --git a/app/controllers/journals_controller.rb b/app/controllers/journals_controller.rb
index 9b26f1994..b85640d9d 100644
--- a/app/controllers/journals_controller.rb
+++ b/app/controllers/journals_controller.rb
@@ -40,7 +40,8 @@ class JournalsController < ApplicationController
   end
   @title = (@project ? @project.name : Setting.app_title) + ": " + (@query.new_record? ? l(:label_changes_d
etails) : @query.name)
   render :layout => false, :content_type => 'application/atom+xml'
- rescue ActiveRecord::RecordNotFound
+ rescue ActiveRecord::RecordNotFound => e
+   Rails.logger.info e.full_message
   render_404
 end
```

Files			
red.png	11.2 KB	2024-01-31	Pavan Pulaparthi