

Redmine - Defect #4047

no such file to load -- tzinfo/definitions/Europe/...

2009-10-17 19:53 - Andrey Gorbunov

Status:	Closed	Start date:	2009-10-17
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Affected version:	
Resolution:	Invalid		

Description

I have issue with my Redmine installation.

Remine crashes with error "no such file to load -- tzinfo/definitions/Europe/Moscow" periodically - usually after login button press and on saving changes to issue (or saving new issue). But if i refresh the page after exception - it loads normally (changes are saved and so on). Also it crashes on any timezone settings (UTC for example).

I've checked the files - they are exist in vendor/rails/activesupport/lib/active\_support/vendor/tzinfo-0.3.11/tzinfo/definitions/Europe/.

What could be the source of problem?

OS: Linux 2.6  
DB: MySQL 5.0.26  
Redmine: 0.8.5

About your application's environment  
Ruby version 1.8.6 (i686-linux)  
RubyGems version 1.3.1  
Rails version 2.1.2  
Active Record version 2.1.2  
Action Pack version 2.1.2  
Active Resource version 2.1.2  
Action Mailer version 2.1.2  
Active Support version 2.1.2  
Edge Rails revision unknown  
Application root /home/o/optimuspro/redmine  
Environment development  
Database adapter mysql  
Database schema version 101

Full trace:

@  
TZInfo::InvalidTimezoneIdentifier in Issues#show

Showing issues/show.rhtml where line [#16](#) raised:

no such file to load -- tzinfo/definitions/Europe/Moscow  
Extracted source (around line [#16](#)):

```
13: <%= avatar(@issue.author, :size => "64") >  
14: <h3><=h @issue.subject ></h3>  
15: <p class="author">  
16: <= authoring @issue.created_on, @issue.author >.  
17: <= l(:label_updated_time, distance_of_time_in_words(Time.now, @issue.updated_on)) + '.' if @issue.created_on !=  
@issue.updated_on %>  
18: </p>  
19:  
RAILS_ROOT: /home/o/optimuspro/redmine
```

Application Trace | Framework Trace | Full Trace  
vendor/rails/activesupport/lib/active\_support/vendor/tzinfo-0.3.11/tzinfo/timezone.rb:108:in `get'  
vendor/rails/activesupport/lib/active\_support/values/time\_zone.rb:285:in `tzinfo'

```
vendor/rails/activesupport/lib/active_support/values/time_zone.rb:275:in `period_for_utc'
vendor/rails/activesupport/lib/active_support/time_with_zone.rb:57:in `period'
vendor/rails/activesupport/lib/active_support/time_with_zone.rb:94:in `zone'
vendor/rails/activesupport/lib/active_support/time_with_zone.rb:145:in `strftime'
app/helpers/application_helper.rb:107:in `format_time'
app/helpers/application_helper.rb:173:in `authoring'
app/views/issues/show.rhtml:16:in `_run_erb_47app47views47issues47show46rhtml'
vendor/rails/actionpack/lib/action_view/base.rb:342:in `send'
vendor/rails/actionpack/lib/action_view/base.rb:342:in `execute'
vendor/rails/actionpack/lib/action_view/template_handlers/compilable.rb:29:in `send'
vendor/rails/actionpack/lib/action_view/template_handlers/compilable.rb:29:in `render'
vendor/rails/actionpack/lib/action_view/template.rb:35:in `render'
vendor/rails/actionpack/lib/action_view/template.rb:22:in `render_template'
vendor/rails/actionpack/lib/action_view/base.rb:248:in `render_file'
vendor/rails/actionpack/lib/action_controller/base.rb:1112:in `render_for_file'
vendor/rails/actionpack/lib/action_controller/base.rb:872:in `render_with_no_layout'
vendor/rails/actionpack/lib/action_controller/layout.rb:251:in `render_without_benchmark'
vendor/rails/actionpack/lib/action_controller/benchmarking.rb:51:in `render'
vendor/rails/activesupport/lib/active_support/core_ext/benchmark.rb:8:in `realtime'
vendor/rails/actionpack/lib/action_controller/benchmarking.rb:51:in `render'
app/controllers/issues_controller.rb:106:in `show'
vendor/rails/actionpack/lib/action_controller/mime_responds.rb:131:in `call'
vendor/rails/actionpack/lib/action_controller/mime_responds.rb:131:in `custom'
vendor/rails/actionpack/lib/action_controller/mime_responds.rb:160:in `call'
vendor/rails/actionpack/lib/action_controller/mime_responds.rb:160:in `respond'
vendor/rails/actionpack/lib/action_controller/mime_responds.rb:154:in `each'
vendor/rails/actionpack/lib/action_controller/mime_responds.rb:154:in `respond'
vendor/rails/actionpack/lib/action_controller/mime_responds.rb:107:in `respond_to'
app/controllers/issues_controller.rb:105:in `show'
vendor/rails/actionpack/lib/action_controller/base.rb:1166:in `send'
vendor/rails/actionpack/lib/action_controller/base.rb:1166:in `perform_action_without_filters'
vendor/rails/actionpack/lib/action_controller/filters.rb:579:in `call_filters'
vendor/rails/actionpack/lib/action_controller/filters.rb:572:in `perform_action_without_benchmark'
vendor/rails/actionpack/lib/action_controller/benchmarking.rb:68:in `perform_action_without_rescue'
/usr/lib/ruby/1.8/benchmark.rb:293:in `measure'
vendor/rails/actionpack/lib/action_controller/benchmarking.rb:68:in `perform_action_without_rescue'
vendor/rails/actionpack/lib/action_controller/rescue.rb:201:in `perform_action_without_caching'
vendor/rails/actionpack/lib/action_controller/caching/sql_cache.rb:13:in `perform_action'
vendor/rails/activerecord/lib/active_record/connection_adapters/abstract/query_cache.rb:33:in `cache'
vendor/rails/activerecord/lib/active_record/query_cache.rb:8:in `cache'
vendor/rails/actionpack/lib/action_controller/caching/sql_cache.rb:12:in `perform_action'
vendor/rails/actionpack/lib/action_controller/base.rb:529:in `send'
vendor/rails/actionpack/lib/action_controller/base.rb:529:in `process_without_filters'
vendor/rails/actionpack/lib/action_controller/filters.rb:568:in `process_without_session_management_support'
vendor/rails/actionpack/lib/action_controller/session_management.rb:130:in `process'
vendor/rails/actionpack/lib/action_controller/base.rb:389:in `process'
vendor/rails/actionpack/lib/action_controller/dispatcher.rb:149:in `handle_request'
vendor/rails/actionpack/lib/action_controller/dispatcher.rb:107:in `dispatch'
vendor/rails/actionpack/lib/action_controller/dispatcher.rb:104:in `synchronize'
vendor/rails/actionpack/lib/action_controller/dispatcher.rb:104:in `dispatch'
vendor/rails/actionpack/lib/action_controller/dispatcher.rb:120:in `dispatch CGI'
vendor/rails/actionpack/lib/action_controller/dispatcher.rb:35:in `dispatch'
public_html/dispatch.rb:11
vendor/rails/activesupport/lib/active_support/dependencies.rb:503:in `load'
vendor/rails/activesupport/lib/active_support/dependencies.rb:503:in `load'
vendor/rails/activesupport/lib/active_support/dependencies.rb:355:in `new_constants_in'
vendor/rails/activesupport/lib/active_support/dependencies.rb:503:in `load'
/usr/lib/ruby/1.8/apache/ruby-run.rb:53:in `handler'
```

Request

Parameters:

{"id"=>"36"}

Show session dump

---

:user\_id: 3

```
:query:
:filters:
tracker_id:
:values:
- "2"
:operator: "="
status_id:
:values:
- ""
:operator: o
:project_id: 2
issuesindex_sort:
:key: id
:order: desc
flash: !map: ActionController::Flash::FlashHash {}
```

Response

Headers:

```
{"cookie"=>[],
"Content-Type"=>"text/html",
"Cache-Control"=>"no-cache"}
@
```

## History

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### #1 - 2010-07-11 18:48 - Jean-Baptiste Barth

Is it still an issue on latest 0.9.6 ? If so, I suspect it could be a hosting problem, can you detail how you host your redmine instance ?

### #2 - 2010-07-11 22:26 - Andrey Gorbunov

- *Status changed from New to Resolved*

Sorry, forgot to close the ticket. Yeah, it was hosting problem - i've moved to VDS and the problem has gone - Redmine works fine now.

### #3 - 2010-07-11 23:56 - Felix Schäfer

- *Status changed from Resolved to Closed*

- *Resolution set to Invalid*

Thanks for the feedback.