Redmine - Defect #5014

Internal Error 500 after new/update issue

2010-03-09 14:27 - Stephan Eichler

Status:	Closed		**Start date:**	2010-03-09
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Issues		**Estimated time:**	0.00 hour
Target version:				
Resolution:	No feedback		**Affected version:**	0.9.3

Description

Hi,

I get an "Internal error" when I click on "Create" on the "New issue" page or "Submit" on the "Update issue" page. On this error page I can click on "Back" and everything seems to be ok. The new/updated issue was stored. My installation runs on the webrick server and it gives the following outputs:
After clicking "Create"/"Submit" (which results in the error page):

```
Processing IssuesController#edit (for 192.168.66.175 at 2010-03-09 07:53:48) [POST]
  Parameters: {"time_entry"=>{"comments"=>"", "activity_id"=>"", "hours"=>""}, "commit"=>"OK", "no
tes"=>"", "action"=>"edit", "authenticity_token"=>"+lB+fcCwYCfIBY/IuIVlMzcbDlmVfWvoQzQrtDUyxpo=",
"id"=>"873", "issue"=>{"start_date"=>"2010-03-08", "estimated_hours"=>"5", "priority_id"=>"4", "lo
ck_version"=>"7", "done_ratio"=>"0", "assigned_to_id"=>"4", "subject"=>"Testfehler", "tracker_id"=
>"1", "due_date"=>"2010-03-09", "status_id"=>"5", "description"=>"Mal sehen, was kaputt ist."}, "c
ontroller"=>"issues", "attachments"=>{"1"=>{"description"=>""}}}
Redirected to http://gateway:88/issues/873
Completed in 69ms (DB: 13) | 302 Found [http://gateway/issues/873/edit]
```

After clicking "Back" an the error page:

```
/!\ FAILSAFE /!\  Tue Mar 09 07:53:48 -0500 2010
  Status: 500 Internal Server Error
  undefined method `merge' for nil:NilClass
    /home/redmine-0.9.3/vendor/rails/actionpack/lib/action_controller/request.rb:385:in `parameter
s'
    /home/redmine-0.9.3/vendor/rails/actionpack/lib/action_controller/base.rb:1288:in `assign_shor
tcuts'
    /home/redmine-0.9.3/vendor/rails/actionpack/lib/action_controller/base.rb:527:in `process_with
out_filters'
    /home/redmine-0.9.3/vendor/rails/actionpack/lib/action_controller/filters.rb:606:in `process'
    /home/redmine-0.9.3/vendor/rails/actionpack/lib/action_controller/rescue.rb:65:in `call_with_e
xception'
    /home/redmine-0.9.3/vendor/rails/actionpack/lib/action_controller/dispatcher.rb:90:in `dispatc
h'
    /home/redmine-0.9.3/vendor/rails/actionpack/lib/action_controller/dispatcher.rb:121:in `_call'
    /home/redmine-0.9.3/vendor/rails/actionpack/lib/action_controller/dispatcher.rb:130
    /home/redmine-0.9.3/vendor/rails/activerecord/lib/active_record/query_cache.rb:29:in `call'
    /home/redmine-0.9.3/vendor/rails/activerecord/lib/active_record/query_cache.rb:29:in `call'
    /home/redmine-0.9.3/vendor/rails/activerecord/lib/active_record/connection_adapters/abstract/q
uery_cache.rb:34:in `cache'
    /home/redmine-0.9.3/vendor/rails/activerecord/lib/active_record/query_cache.rb:9:in `cache'
    /home/redmine-0.9.3/vendor/rails/activerecord/lib/active_record/query_cache.rb:28:in `call'
    /home/redmine-0.9.3/vendor/rails/activerecord/lib/active_record/connection_adapters/abstract/c
onnection_pool.rb:361:in `call'
    /home/redmine-0.9.3/vendor/rails/actionpack/lib/action_controller/string_coercion.rb:25:in `ca
ll'
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/gems/1.8/gems/rack-1.0.1/lib/rack/head.rb:9:in `ca
ll'
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/gems/1.8/gems/rack-1.0.1/lib/rack/methodoverride.r
```

```
b:24:in `call'
    /home/redmine-0.9.3/vendor/rails/actionpack/lib/action_controller/params_parser.rb:15:in `call
'
    /home/redmine-0.9.3/vendor/rails/actionpack/lib/action_controller/session/cookie_store.rb:93:i
n `call'
    /home/redmine-0.9.3/vendor/rails/actionpack/lib/action_controller/failsafe.rb:26:in `call'
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/gems/1.8/gems/rack-1.0.1/lib/rack/lock.rb:11:in `c
all'
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/gems/1.8/gems/rack-1.0.1/lib/rack/lock.rb:11:in `s
ynchronize'
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/gems/1.8/gems/rack-1.0.1/lib/rack/lock.rb:11:in `c
all'
    /home/redmine-0.9.3/vendor/rails/actionpack/lib/action_controller/dispatcher.rb:106:in `call'
    /home/redmine-0.9.3/vendor/rails/railties/lib/rails/rack/static.rb:31:in `call'
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/gems/1.8/gems/rack-1.0.1/lib/rack/urlmap.rb:46:in
`call'
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/gems/1.8/gems/rack-1.0.1/lib/rack/urlmap.rb:40:in
`each'
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/gems/1.8/gems/rack-1.0.1/lib/rack/urlmap.rb:40:in
`call'
    /home/redmine-0.9.3/vendor/rails/railties/lib/rails/rack/log_tailer.rb:17:in `call'
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/gems/1.8/gems/rack-1.0.1/lib/rack/content_length.r
b:13:in `call'
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/gems/1.8/gems/rack-1.0.1/lib/rack/handler/webrick.
rb:50:in `service'
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/1.8/webrick/httpserver.rb:104:in `service'
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/1.8/webrick/httpserver.rb:65:in `run'
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/1.8/webrick/server.rb:173:in `start_thread'
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/1.8/webrick/server.rb:162:in `start'
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/1.8/webrick/server.rb:162:in `start_thread'
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/1.8/webrick/server.rb:95:in `start'
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/1.8/webrick/server.rb:92:in `each'
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/1.8/webrick/server.rb:92:in `start'
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/1.8/webrick/server.rb:23:in `start'
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/1.8/webrick/server.rb:82:in `start'
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/gems/1.8/gems/rack-1.0.1/lib/rack/handler/webrick.
rb:14:in `run'
    /home/redmine-0.9.3/vendor/rails/railties/lib/commands/server.rb:111
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/site_ruby/1.8/rubygems/custom_require.rb:31:in `ge
m_original_require'
    /opt/ruby-enterprise-1.8.7-2010.01/lib/ruby/site_ruby/1.8/rubygems/custom_require.rb:31:in `re
quire'
    script/server:3


Processing IssuesController#show (for 192.168.66.175 at 2010-03-09 07:53:53) [GET]
  Parameters: {"action"=>"show", "id"=>"873", "controller"=>"issues"}
Rendering template within layouts/base
Rendering issues/show.rhtml
Completed in 138ms (View: 102, DB: 13) | 200 OK [http://gateway/issues/873]
```

My environment is:
About your application's environment
Ruby version   1.8.7 (i686-linux)
RubyGems version   1.3.5
Rack version   1.0
Rails version   2.3.5
Active Record version   2.3.5
Active Resource version   2.3.5
Action Mailer version   2.3.5
Active Support version   2.3.5
Edge Rails revision   unknown
Application root   /home/redmine-0.9.3
Environment   production
Database adapter   mysql
Database schema version   20100221100219

I installed ruby/rails/etc. via http://www.rubyenterpriseedition.com

Best regards!

P.S.: This happens on the demo.redmine.org site too!

History

#1 - 2010-03-09 14:31 - Stephan Eichler

After submitting this issue I got the same error! Is it my Safari (3.2.3) web browser? Very strange!

#2 - 2010-04-14 10:58 - 🔲 🔲 🔲

I have repro this bug in my environment.
my redmine install with rails 2.3.5,and in ubuntu 9.10 desktop,run on mongrel_rails,static web server is nginx.
update/create issues' time is so long, but create will success, but update will return 500 error.

somebody will fixed it? Or my configuration is wrong?

#3 - 2010-04-20 12:23 - Nikola Kotur

I am having exact problem, and can't find out what is going on. Please, help?

#4 - 2010-04-21 09:57 - Nikola Kotur

Environment is:

$ ruby script/about
./script/../config/../vendor/rails/railties/lib/rails/gem_dependency.rb:119:Warning: Gem::Dependency#version_requirements is deprecated and will be
removed on or after August 2010. Use #requirement
About your application's environment
Ruby version   1.8.7 (x86_64-linux)
RubyGems version   1.3.6
Rack version   1.0
Rails version   2.3.5
Active Record version   2.3.5
Active Resource version   2.3.5
Action Mailer version   2.3.5
Active Support version   2.3.5
Edge Rails revision   unknown
Application root   /opt/redmine-0.9.3
Environment   development
Database adapter   mysql
Database schema version   20100221100219

About your Redmine plugins
Advanced roadmap plugin   0.0.6

#5 - 2010-04-30 08:15 - zane england

I am also encountering this issue

Redmine 0.9.3.devel.3694 (MySQL)

About your application's environment
Ruby version   1.8.6 (i486-linux)
RubyGems version   1.3.5
Rack version   1.0
Rails version   2.3.5
Active Record version   2.3.5
Active Resource version   2.3.5
Action Mailer version   2.3.5
Active Support version   2.3.5
Application root   /var/www/railsapp
Environment   development
Database adapter   mysql
Database schema version   0

#6 - 2010-04-30 08:47 - zane england

I may not be hitting the same issue - if i use firefox i have no issue but if i use IE8 i do

#7 - 2010-05-11 14:54 - Nikola Kotur

Zane,

I also noticed that I get this issue only when using Arora (webkit based) browser.

#8 - 2013-01-14 14:37 - Daniel Felix

- Status changed from New to Needs feedback

I just tested this with the current trunk ([r11182](#)) and the newly released Redmine 2.2.1. I'm not able to reproduce this.

Can anyone verify this with older supported (!) releases?

Best regards,
Daniel

#9 - 2015-03-05 12:57 - Go MAEDA

- Status changed from Needs feedback to Closed

- Resolution set to No feedback

No feedback for years and Redmine 0.9.3 is too old.
I close this issue.