

## Redmine - Feature #5420

### User support helper script

2010-05-01 06:31 - Muntek Singh

<b>Status:</b>	New	<b>Start date:</b>	2010-05-01
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>			
<b>Resolution:</b>			
<b>Description</b> New script or additional switch to script/about that outputs all the info in script/about + redmine version information and automatically pastes it to a pastebin and outputs a url the user can share with support team. If there is a way to determine more about the environment (is it using passenger, fcgi, mongrel, thin, etc) that would be awesome.  Good way would be to use the pastebin.com API: <a href="http://pastebin.com/api.php">http://pastebin.com/api.php</a>  This way we can tell users "Run script/helpme" and give us the url so we can more efficiently troubleshoot.			
<b>Related issues:</b>			
Has duplicate Redmine - Feature #6101: Show the unix user redmine is running ...		Closed	2010-08-11
Has duplicate Redmine - Defect #6827: Include Redmine version in script/about		Closed	2010-11-04
Has duplicate Redmine - Feature #6834: script/about should show info about Re...		Closed	2010-11-04

### History

#### #1 - 2010-05-06 19:31 - Muntek Singh

1. auto paste to pastebin might be bad since users will want to review for sensitive data
2. Should hook this up on Admin > Info also. Then it can pick up how it's hosted and we don't have worry which RAILS\_ENV they are running in.
3. It needs to be both web and cli, in case they have a problem with one or the other

**Information I would like to see** (includes the stuff from script/about already):

- Redmine Version
  - svn info
  - git show HEAD
  - Point release installed from package
- Ruby version
- RubyGems version
- Rack version
- Rake version
- Rails version
- Active Record version
- Active Resource version
- Action Mailer version
- Active Support version
- Application root
- RAILS\_ENV
- Database adapter
- Database schema version
- Information about the environment Redmine is installed
- Backend server information
  - Is it running apache, nginx, passenger, thin, mongrel, etc.
    - If so what versions?
    - Where would the relevant log files for this backend typically be
  - OS info
- Database
  - Encoding
- Plugin List
  - Including version info of each plugin
- Settings
  - Theme name if non-default
  - Message encoding (UTF8?)

**#2 - 2010-08-24 23:16 - Holger Just**

I have extended the /admin/info view and the script/about script with the information requested by Muntek. Automatic pasting to a website was not implemented because of possibly security implications. It is up to the user to paste it to a site herself.

You can find the patch in the feature branch on <http://github.com/meineerde/redmine/tree/5420-redmine-info>. It might need some additional unit tests, but for me, it does what is expected: Give me more debug information :) I would love to see this patch included into 1.0.2 to ease support in the forums and IRC.

**#3 - 2010-08-25 01:58 - Eric Davis**

Holger:

Last I checked, that patch removed the Plugin Administration panel. Is that still the case?

**#4 - 2010-10-01 15:51 - Muntek Singh**

Any update on this Holger?

**#5 - 2010-10-25 16:58 - Eric Davis**

- Assignee deleted (Eric Davis)